

Silentium Defence's commitment to quality is driven strongly by our core values:

Purpose, People, Profit

Data Driven Decisions

Integrity is our Credibility

Our success depends on customer satisfaction, and it is the policy of Silentium Defence to operate our business in a manner that consistently meets the quality standards set by our stakeholders.

Silentium Defence senior management is committed to and contributes to the development, execution and improvement of our quality processes, providing the leadership, support and resources necessary to implement this policy. Silentium Defence will achieve this by meeting the following:

- Establish and maintain a Quality Management System in accordance with ISO 9001:2015 as well as complying with all applicable statutory and regulatory requirements.
- Incorporating quality management into all business functions as an integral part of Silentium Defence's organisational context.
- Set objectives and targets to measure our performance and identify opportunities for improvement.
- Provide adequate resources to continually review and improve our business processes.
- Encourage all people to integrate quality management into the way we work and promote its application as a method for continual improvement within their area of responsibility.
- Actively seek performance feedback from our customers and address opportunities for improvement that are identified.
- Establish, review and communicate quality performance measures and take action to continually improve outcomes.
- Use a consultative process between management, employees and contractors with the view to maintain management systems that promote continual improvement.

The Quality Policy has been developed to ensure alignment of Silentium Defence's culture, values and processes to realise our company's commitment to:

- The best outcome for our clients, achieved through our position as a market leader in designing tailored solutions to meet the critical surveillance and traffic management demands of high-end customers – providing real time situational awareness across any domain – air, land, sea or space.
- Operating with fairness and transparency.
- Ensuring integrity and mutual respect is central in all our business relationships, both internally and externally.
- Using a collegiate and collaborative approach working with customers and partners.
- Making decisions and delivering outcomes which enhance Silentium Defence's reputation.

Silentium Defence aims to meet these commitments by ensuring policies, procedures and safe work systems are adopted that comply with the requirements of the Acts, Regulations, Standards, Codes of Practice and other statutory provisions. This policy is applicable to Silentium Defence in all its operations and functions, including those situations where employees are required to work on specific sites. This policy statement will be reviewed on an annual basis and made available to all interested parties through the Silentium Defence website.

2 August 2024