



1. Obligation

Dy-Mark (Aust.) Pty Ltd (Dy-Mark), **as the Person Conducting a Business or Undertaking (PCBU) and holder of the Primary Duty of Care**, identifies and communicates the responsibilities of the QHSE management system (QHSE MS) throughout all key business functions and teams in order to meet and exceed the needs and expectations of internal and external stakeholders.

Internal and external risks and opportunities are identified and reflected in the business strategies, goals and operations. Dy-Mark adheres to current industry-related legislation and complies with relevant Australian and international standards and specifications to ensure high-quality products and services are delivered aligned with safe and environmentally sustainable best practices **so far as is reasonably practicable**.

We will make our Policy available to any interested parties and will review our Policy annually to ensure it remains relevant and appropriate to our organisation.

2. Scope

QHSE Policy applies to Dy-Mark, including its controlled entities. Key business functions, process departments, work units, Dy-Mark teams and individuals, providers, off-site duty holders, contractors and visitors are subject to the QHSE Policy.

3. Objectives

3.1 Quality

Dy-Mark (Aust.) is committed to enhancing customer satisfaction by providing consumable products of high quality and continually improving processes to meet stakeholders’ expectations through the following objectives.

- Identify, understand, manage, and communicate the needs and expectations of internal and external stakeholders.
- Establish risk and process approaches throughout the key business functions and operations.
- Establish process and procedure controls to ensure consistency and high-quality outcomes.
- Implement QHSE performance evaluation and continual improvement processes.
- Comply with Australian industry-related legislation and international standard quality requirements.
- Establish QHSE MS leaders across the business, supported with effective training programs.
- Promote quality awareness among the company members to achieve efficient processes.
- Enhance partnership relationships with quality driven providers to ensure compliance and accordance with the sources.
- Establish a customer-focused non-conformance management process that leads to continual improvement.

Ref. #	Issue Date	Rev. #	Rev. Date	Page 1 of 8
DA-QD-PP-002-03	2022-02-28	03	2025-05-12	





- Establish internal and external audit programs to monitor the QMS efficacy and identify potential improvement.
- Implement QA/QC Plans to monitor and prevent internal and external non-conformances.
- Ensure the quality standards compliance of the finished products throughout the established product supply chain.
- Establish Quality Teams empowered with authority and accountability.

3.2 Occupational Health and Safety

Dy-Mark (Aust.) Pty Ltd is committed to improving our Occupational Health and Safety (OHS) performance by reference to the following objectives:

- Complying with relevant Occupational Health and Safety legislation requirements and industry-related standards as far as is reasonably practicable to do so.
- Adopting a proactive, risk assessment approach to OHS through the identification of hazards, risk assessment and elimination or control of those hazards.
- Providing and maintaining premises, plant and substances that are safe and without risks to health.
- Promoting a safe and healthy work environment for people at work that protects them from injury and illness.
- Building competent and empowered teams to take OHS responsibilities by providing OHS information, instruction, training and supervision as may be necessary to ensure our employees' health and safety at work.
- Providing and maintaining safe systems of work.
- Providing adequate information and induction on safety to contractors and visitors, to ensure their safety.
- Providing an accessible and user-friendly tool for reporting hazards and incidents.
- Establishing, implementing, and maintaining effective risk management processes to identify hazards, assess and control risks, and monitor performance across all operations.
- Establishing measurable objectives and targets to ensure continued improvement aimed at the elimination of work-related injury and illness.
- Developing and implementing Health, Safety and Wellbeing into HSE strategic plans.
- Implementing our Return-to-Work program to ensure the early return to work of our staff.

Ref. #	Issue Date	Rev. #	Rev. Date	Page 2 of 8
DA-QD-PP-002-03	2022-02-28	03	2025-05-12	





3.3 Environment

Dy-Mark (Aust.) Pty Ltd is committed to conducting business to reduce or eliminate the environmental impact of its work activities to ensure minimal pollution and minimal damage to the environment by reference to the following objectives:

- Complying with relevant legislation and industry-related regulations, and standards.
- Ensuring as far as possible that all materials are used and applied in an environmentally friendly manner according to manufacturer’s specification.
- Providing all employees with environmental awareness and appropriate training in safe handling of materials and the application of materials in all areas.
- Utilising recycled products and materials wherever deemed practicable and environmentally beneficial.
- Disposing of all waste according to regulatory laws and regulations, and in a reasonable manner.
- Engaging providers and stakeholders where practicable and environmentally beneficial.
- Ensuring all necessary plans, policies, procedures and programs are implemented effectively.
- Investigating all incidents of misuse, inappropriate disposal of waste, which does not comply with company or statutory requirement, and implement preventive actions to minimise the risk of occurrence.
- Ensuring that employees are focused on preventing pollution incidents through effective risk management.
- Establishing measurable performance objectives and targets aligned with continual improvements.
- Developing and implementing environmental aspects into Health and Safety strategic plans.
- Involving and consulting employees, Government authorities and regulatory bodies and customers to identify improved waste disposal.

4. Roles and Responsibilities

- **Directors** are responsible for:
 - Maintaining up-to-date knowledge of QHSE matters relevant to the organisation
 - Reviewing and approving the QHSE Policy.
 - Ensuring that required resources and processes are available and used to eliminate or minimise risks.

Ref. #	Issue Date	Rev. #	Rev. Date	Page 3 of 8
DA-QD-PP-002-03	2022-02-28	03	2025-05-12	





- Drawing the QHSE strategies and goals.
- Verifying the effectiveness of the QHSE MS implementation and committing to continual improvements.
- **Executive Team** is responsible for:
 - Demonstrating visible leadership and commitment to QHSE performance.
 - Integrating QHSE Policy and QHSE MS requirements into business planning and decision-making.
 - Ensuring adequate resourcing for QHSE programs, training, and risk control measures.
 - Supporting Managers in the effective delivery of QHSE MS responsibilities, accountabilities, and authorities, ensuring these are clearly communicated and maintained across business functions and operations under their control and/or influence.
 - Reviewing the effectiveness of the QHSE MS implementation and committing to continual improvements.
 - Allocating required resources to embed QHSE MS into business functions and operations.
 - Monitoring the organisational internal/external risks, stakeholders’ needs and expectations, and required actions.
 - Reviewing and verifying the QHSE MS performance indicators and committing to continual improvements.
- **Managers** are responsible for:
 - Ensuring QHSE responsibilities, accountabilities, and authorities are implemented and maintained within their operational area.
 - Ensuring all employees, contractors and stakeholders under their control understand and meet their QHSE obligation.
 - Working collaboratively with the HSE and QA managers to ensure that system requirements are effectively integrated into operational practices, and that compliance and performance targets are achieved.
 - Reflecting the QHSE Policy in key business functions, operations, and activities under their control.
 - Monitoring, reviewing, and reporting QHSE performance within their departments and are accountable for driving continual improvement in safety, environmental, and quality outcomes.

Ref. #	Issue Date	Rev. #	Rev. Date	Page 4 of 8
DA-QD-PP-002-03	2022-02-28	03	2025-05-12	





- Verifying that the workers are competent to perform their duties safely and effectively, and that refresher and/or training are scheduled and completed as needed.
- Promoting ongoing awareness of QHSE MS requirements and responsibilities and implementing control measures.
- Supporting the development of a strong safety and quality culture within their team.

- **Head of People Strategy and Compliance** is responsible for:
 - Ensuring the QHSE Policy is implemented and maintained across business functions and departments.
 - Updating, maintaining and communicating the QHSE policy as per the company's strategic directions and stakeholder needs and expectations.
 - Establishing internal and external audit programs and communicating results to the relevant stakeholders.
 - Developing and maintaining the Organisational risk management process and/or HSE risk management process.
 - Monitoring, Measuring, and Analysing the ongoing effectiveness of QHSE MS results and reporting outcomes to the Executive Team.
 - Working in partnership with managers to ensure QHSE responsibilities, accountabilities, and authorities are effectively implemented, communicated, and maintained across all operations.
 - Leading the QHSE MS processes across the business functions and operations.
 - Leading the Organisational Risk Management process and reporting outcomes to the Executive Team.
 - Developing, coordinating and maintaining the organisation's QHSE training and competency framework
 - Monitoring and reviewing the compliance practices and QHSE performance across the business functions.
 - Ensuring external providers meet the QHSE Policy and MS requirements.

- **Supervisors, Team Leaders, and All Employees** are responsible for:
 - Reporting all hazards, risks, near misses, injuries, incidents and any non-conformances immediately to their managers or supervisors.

Ref. #	Issue Date	Rev. #	Rev. Date	Page 5 of 8
DA-QD-PP-002-03	2022-02-28	03	2025-05-12	





- Using equipment, plant, and personal protective equipment (PPE) correctly and as instructed.
 - Taking reasonable steps to prevent risks to health and safety at work by notifying their employer or supervisor of any matter that may affect the capacity of their employer to comply with their obligations.
 - Participating and supporting in the implementation of the QHSE policy and QHSE management system.
 - Participating in QHSE training, consultation and continuous improvement activities.
 - Cooperating with Managers, supervisors, and the HSE & QA manager to ensure compliance with legislative and system requirements at operational activities.
 - Participating in developing operational procedures, SOPs, and work instructions
 - Following all QHSE policies, procedures, work instructions and safe work practices.
 - Participating and facilitating required QHSE activities in areas under their control.
 - Monitoring and reviewing operational activities to identify QHSE risks, evaluate control measures and recommend opportunities for improvements.
 - Complying with return to work programs in place, in the event of an injury.
 - Promoting a positive QHSE culture and demonstrating leadership in safety, environmental care, and quality performance within their teams.
- **Everyone's** responsible for:
 - Supporting the company's commitment to health, safety, environment, and quality.
 - Each person is expected to take ownership of their actions, follow all QHSE procedures, and contribute to a positive and proactive safety culture.
 - No person must intentionally or recklessly interfere with or misuse anything provided in the interest of health, safety, or welfare.

5. Consultation

Dy-Mark is committed to consultation with all organisational levels, including Directors, Executives, Managers, Supervisors and Team Leaders, Frontline Employees, Providers, and Stakeholders. The QHSE MS promotes teamwork throughout the Plan-Do-Check-Act operation cycle to achieve the best outcomes and reflect Dy-Mark's strategic directions, goals and QHSE MS processes.

Ref. #	Issue Date	Rev. #	Rev. Date	Page 6 of 8
DA-QD-PP-002-03	2022-02-28	03	2025-05-12	



6. Terms and Definitions

- **PCBU:** A Person Conducting a Business or Undertaking. Usually, an employer, corporation, association, partnership, sole trader, certain volunteer organisations.
- **Workers:** Someone who carries out work, in any capacity, for a PCBU. Usually, an employee, contractor and sub-contractor, labour hire staff, apprentice, work experience student and volunteers.
- **Officers:** A person who makes decisions, or participates in making decisions, that affect the whole, or a substantial part, of a business or undertaking and has the capacity to significantly affect the financial standing of the business or undertaking.
- **Due Diligence:** Taking all reasonable steps to ensure the organisation complies with its WHS, environmental, and quality obligations, including acquiring and keeping up-to-date knowledge of QHSE matters, understanding operational risks, ensuring appropriate resources and processes are in place, and verifying the effectiveness of the management system.
- **Consultation:** A two-way process of sharing information and seeking feedback before making decisions that affect health, safety, environment, and/or quality.
- **QHSE / QHSE MS (Management System):** The integrated management framework encompassing Quality, Health, Safety, and Environmental standards and processes used to achieve compliance, continual improvement, and operational excellence.
- **Competence:** The demonstrated ability to apply knowledge, skills, and experience to perform a task safely, effectively, and in compliance with QHSE standards.
- **Continual Improvement:** The ongoing process of enhancing QHSE performance by identifying opportunities, implementing corrective actions, and reviewing outcomes to prevent recurrence and achieve higher standards.
- **Hazard / Risk / Near Miss / Control:**
 - Hazard – a situation or thing that has the potential to cause harm to a person or damage to property, plant, materials, or the environment.
 - Risk – the possibility that harm (death, injury, or illness) might occur when exposed to a hazard.
 - Near Miss – an unplanned event that did not result in injury, illness or damage but had the potential to do so.
 - Control – a measure implemented to eliminate or minimise the risk of harm.

Ref. #	Issue Date	Rev. #	Rev. Date	Page 7 of 8
DA-QD-PP-002-03	2022-02-28	03	2025-05-12	



- **Incident:** Any event or situation that results in, or has the potential to result in, injury, illness, environmental harm, or a deviation from established QHSE standards or procedures.
- **Non-Conformance (NC):** is the status of a product or situation/semi-finished product/material/process in which the intended requirements are not fulfilled.
- **So far as is reasonably practicable:** Taking all steps a duty holder was reasonably able to, what can reasonably be done to ensure health, safety, environmental protection, and quality performance, taking into account and weighing up all relevant matters, including:
 - a) likelihood of the hazard or risk occurring
 - b) Consequences (or degree of harm) if it does occur.
 - c) What the person knows or should know about the hazard or risk and ways of eliminating or minimising it.
 - d) Availability and suitability of ways to eliminate or minimise the risk.
 - e) After assessing the extent of the risk and the available ways of eliminating or minimising it, the cost of eliminating or minimising the risks, and whether this cost far exceeds the level of reduction of risk.

Policy Authorised By: Elle McDermott, CEO

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Ref. #	Issue Date	Rev. #	Rev. Date	Page 8 of 8
DA-QD-PP-002-03	2022-02-28	03	2025-05-12	

