

Onyx Gaming & PVS Australia specialise in the provision of end-to-end national gaming solutions for group and independent hospitality venues, the supply and monitoring of licensed gaming machines including associated operational advice and support.

We are dedicated to providing products and services that consistently exceed our customers' expectations. To achieve this, we are committed to developing, implementing and maintaining processes that meet the requirements of ISO 9001:2015 Quality Management Systems (QMS). To support this policy, we will create, maintain and periodically review measurable quality objectives and targets that align with our strategic direction. This policy will be communicated to all employees and contractors and made available to relevant stakeholders. It will be reviewed periodically to ensure its continued suitability.

The principles of our Quality Management System are:

- **Customer Focus:** We recognise that our success depends on our customers. We are committed to understanding their needs and expectations and ensuring they are met.
- **Leadership:** Our leadership will foster an environment that encourages employee involvement and accountability. Leaders will provide direction, alignment and support towards achieving our quality objectives.
- **Legal Compliance:** All activities will be conducted in compliance with applicable laws and regulations to ensure that our products and services maintain a high standard of quality.
- **Engagement of People:** We value our employees as our greatest asset. We will ensure that all employees understand their roles, have the skills and training to make a positive impact and are empowered to contribute to quality improvements.
- **Process Approach:** We will manage our activities as interconnected processes to achieve effective operations.
- **Relationship Management:** We will manage our relationships with relevant stakeholders, including suppliers and partners, to maintain cooperation and success.
- **Evidence-Based Decision Making:** We believe in making decisions based on facts and acting with integrity. Therefore, we will analyse relevant data to guide our decision-making.
- **Continual Improvement:** Our organisation is committed to continually improving our operations, processes and overall performance through regular reviews and actions that support continual improvement.

Approved by,

A handwritten signature in blue ink, appearing to read "Richard Whitehouse".

Richard Whitehouse
CEO