

Quality Policy Statement

At Entura, we are part of the Hydro Tasmania group and together our purpose is to make energy better.

We have one set of values that underpins the way we work. This is **Our Way** – it empowers us to be all about our customers, work better together, find ways to achieve our vision, do the right thing and keep each other safe.

As we go about our business, we are focussed on delivery excellence to achieve customer satisfaction and create genuine market differentiation. We will realise our competitive advantage, and be recognised as a global facilitator of the renewable energy transition,

We have implemented a Quality Management System that meets the requirements of ISO 9001:2015 and we supplement our standard operating procedures within projects as needed to support **Our Way**. This is critical to our success.

We monitor our success through the Entura Scorecard:

- *Financial Strength and Growth* through our contribution to savings, portfolio management and growth, and continuous improvement
- *Strategy, Customer and Execution* achievement through sales, market leadership and customer feedback
- *People, Leadership and Compliance* through employee satisfaction and safety, employee growth, diversity and inclusion scores and our compliance culture.

We are determined to provide the very best design and consultancy services to our clients. We will strive to get it right the first time, every time, doing things **Our Way** to empower people and communities with clean energy.

Entura Executive Team