

# Quality Policy Statement

Entura is part of Hydro Tasmania and our purpose is to create a sustainable future through better power and water solutions.

We have one set of cultural attributes that underpin 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. Entura’s ‘fun-loving professionals’ is a unique attribute for professional services that supports our unique role within Hydro Tasmania.

As we go about our business, we focus 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 complement 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:** through revenue and financial return targets that ensure financial sustainability and business transformation and continuous improvement initiatives to drive savings
- **Customer and Community:** through building our brand awareness, thought leadership, and sales pipeline to establish market leadership and fostering client relationships, including seeking and acting on client feedback
- **Operational Effectiveness:** through assuring our ISO management systems, setting and meeting important key performance indicators, managing our risks, and ensuring a safe working culture.
- **People and Growth:** through understanding, and acting upon, employee satisfaction and the relevant survey scores for engagement, diversity and inclusion, and collaboration and communication, while providing career development and employee experience opportunities.

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 make a positive and enduring contribution to our clients and communities.

Entura Executive Team

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*We own. We operate. We consult.*