

BUSINESS (QUALITY) POLICY



PURPOSE

This Policy outlines our commitment for an effective Management System throughout the EQL Group business activities that supports our strategic and operational objectives to satisfy the requirements of our customers, community and interested parties.

Scope

This Policy applies to all members of the EQL Group, their officers, employees, contractors and any other person notified that this Policy applies to them.

POLICY STATEMENT

The EQL Group is committed to driving our management system across all levels of the business to support the delivery of strategic and operational objectives through effective commercial practice, a strong customer focus and achievement of our vision '**We energise Queensland communities**' to safely deliver secure, affordable and sustainable energy solutions with our communities and customers. This is achieved through our guiding values Safe, Knowledgeable, Innovative, Leading, Listening, Engaged, and Diverse.

- As a vertically integrated business, we are uniquely positioned to deliver a differentiated and compelling end-to-end offering and are dedicated to continual improvement to achieve Operational Excellence uniting our leaders behind a common vision to maximise value across the EQL Group.
- We are highly trusted with well recognised brands and value propositions across Queensland communities managing risks and compliance obligations, relevant statutory requirements, industry standards and codes of practice to satisfy community engagement and customer principles.
- Our people are our greatest asset, enabling us to be one of the largest suppliers and supporters of all Queensland communities, in order to achieve our strategic goals, business objectives and targets.
- Our performance is monitored for effectiveness to provide more opportunities across business units to share benefits, make better use of resources for consistency in decision making for our stakeholders.

IMPLEMENTATION

The EQL Board and Executives acknowledge the organisation operates as a Government Owned Corporation under the *Government Owned Corporations Act 1993* (Qld) in the capacity of a critical infrastructure owner and operator. This requires the EQL Group to maintain delivery of efficient, effective, integrated, and timely services to meet both the expectations of its customers and all other key stakeholders.

Governance and accountability

Specific roles and responsibilities for ensuring this Policy is implemented are set out in the table in Annexure A.

EXTERNAL REFERENCES

AS/NZS ISO 9001 Quality Management Systems - Requirements

AS/NZS ISO 19011 Guidelines for Auditing Management Systems

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REFERENCE DOCUMENTS

Business (Quality) Management System Framework R081 - 691869

Manage EQL Business Non-Conformities, Corrective Action and Improvement R219 -692095

DEFINITIONS

Term	Definition
Management System	A framework of policies, processes and procedures used by an organisation to ensure it fulfils all tasks required to achieve its objectives.

ENFORCEMENT

The Group will not tolerate breaches of this Policy. Any instances of non-compliance with this Policy will be investigated and appropriate action taken. A breach of this Policy may also constitute a breach of other Group policies and procedures and should be reported to your line manager (i.e. direct supervisor, workgroup manager or the Chief Executive Officer) or where this is not appropriate, to your manager once-removed or the Enterprise Risk and Compliance team. Breaches are also to be reported to the person responsible for managing enquiries regarding this Policy.

Non-compliance with this Policy may result in disciplinary action, including termination of employment.

VARIATION

This Policy is not intended to detract from, or add to, any rights held by a person covered by this Policy under a contract of employment or enterprise agreement. Subject to any consultation obligations, the Group may vary, add to, withdraw, or replace this Policy, at its discretion, at any time.

This Policy should be reviewed at least every two years. This Policy may only be varied by the Company Secretary.

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ANNEXURE A – ROLES & RESPONSIBILITIES

The table below sets out specific roles and responsibilities for ensuring this Policy is implemented. These responsibilities are in addition to those that apply to everyone as set out in the Policy.

Role / Position	Responsibilities
Chief Executive Officer and Executive Leadership Team	<ul style="list-style-type: none"> • Ultimate accountability for ensuring that the EQL Group has identified and maintained procedures consistent with this Policy.
Company Secretary	<ul style="list-style-type: none"> • Developing, implementing, reviewing, and managing the EQL Group’s Business (Quality) Policy. • Responsible for promoting compliance with this Policy and proactively assessing and escalating significant business (quality) risks in accordance with the EQL Risk Escalation and Reporting Mechanism.
General Managers, Managers and Supervisors	<ul style="list-style-type: none"> • Enforce this Policy as required (see Enforcement). • Responsible for promoting, reviewing, and enabling business (quality) management practices within their teams. • Accountable for the development, implementation, and continuous improvement of EQL Group Business Quality Management system.
All other employees, contractors, and subcontractors	<ul style="list-style-type: none"> • Responsible for familiarising themselves with this Policy and the supporting strategies, processes, and plans. • Must comply with this Policy.