

PURPOSE

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

POLICY STATEMENT

EQL 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 EQL
- 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 Executive 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 EQL to maintain delivery of efficient, effective, integrated and timely services to meet both the expectations of its customers and all other key stakeholders.

REFERENCES

AS/NZS ISO 9001 Quality Management Systems - Requirements
AS/NZS ISO 19011 Guidelines for Auditing Management Systems
EQL Our Customer Strategy 2018-2020
EQL Our Community Strategy 2018-2020

DEFINITIONS

EQL Energy Queensland Limited

BUSINESS (QUALITY) POLICY



ENFORCEMENT

This policy applies to the activities of Energy Queensland Limited and all subsidiaries, Directors, Officers, Management and employees. It is expected that all contractors and / or subcontractors engaged by Energy Queensland Limited or its subsidiaries will abide by this Policy.

CATEGORY

Governance