

QUALITY PRACTICE

ELECTRICITY DIVISION

1. OUR COMMITMENT

ATCO Power Australia is committed to operational excellence by providing safe, reliable and affordable energy solutions across Australia.

To fulfil this commitment, ATCO will:

- Set quality objectives and specific performance indicators at relevant functions and levels within the organisation to measure performance of the Quality Management System;
- Maintain a customer focus; by understanding the needs and expectations of our stakeholders and establishing clear business processes that ensure these requirements are met;
- Invest in our people; providing employees and contractors the appropriate knowledge and training to competently perform their work in accordance with requirements;
- Establish and maintain business practices that comply with relevant legal obligations, standards, and codes of practice;
- Provide appropriate resources to implement and maintain the Quality Management System, based on the requirements of ISO 9001;
- Adopt the process approach and risk-based thinking during growth and improvement initiatives;
- Audit the business processes that comprise the Quality Management System to proactively identify opportunities for performance improvement and optimisation; and
- Conduct periodic management reviews and continually improve the Quality Management System.

2. EMPLOYEE RESPONSIBILITY

In taking personal responsibility for the quality of their work, employees will:

- Work in accordance with the organisation's practices, procedures and processes;
- Review and identify ways to continually improve; and
- Undertake all required training within relevant time periods.

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General Manager, Integrated Energy
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