

Quality Policy (Australian ISO: 9001:2015 sites)



EDL is committed to achieving and maintaining the highest standards as a leading global producer of sustainable distributed energy and seeks to meet or exceed all customer requirements. We are committed to delivering a high standard of service to customers at all times.

In support of the EDL Management System objectives, the commitment is to maintain a practical but comprehensive Quality Management System based on AS/NZS ISO 9001:2015. This is central to the delivery of our commitment to delivering customer satisfaction and continuous improvement.

Under this Quality Policy:

- EDL has established, maintains and reviews procedures, practices, measurable objectives and targets for maintenance of a quality program
- EDL maintains a quality management system to meet requirements of ISO 9001 for all accredited EDL Australian sites
- EDL complies with applicable legal and other business obligations for the activities we perform
- EDL continually improves the quality management system through periodic management reviews
- EDL works closely with our customers to ensure their needs are determined and fulfilled with the aim of enhancing customer satisfaction
- EDL systems and controls are designed to ensure complete understanding of customer requirements and consistently accurate and effective product provision
- EDL staff are encouraged and empowered to participate in quality improvement activities through teamwork and consultation.

The Quality Policy and overall Quality Management System are reviewed periodically by the Executive Leadership Team to ensure they comply with the requirements of AS/NZS ISO 9001:2015.

All staff have individual responsibility for understanding and applying this Quality Policy in the performance of their tasks.

A handwritten signature in black ink, appearing to read 'J Harman', is positioned above a horizontal dashed line.

James Harman, Chief Executive Officer

Issued: April 2020

Review date: April 2021

Scope: This policy applies to the Australian sites as outlined in the ISO9001 scope of certification.