Customer Charter

A world of new energy

Our Customer Charter is our commitment to provide you, our customer, with quality service and solutions, reliability and innovation to exceed your expectations.

It also provides our staff with clear standards on how they will engage with you to deliver on our promise to exceed your expectations.

These standards will be regularly monitored to gauge our performance and where we can improve.

Message from the CEO

At EDL, our vision is to be the leading global producer of sustainable distributed energy.

We strive to build collaborative partnerships for mutual benefits with all our customers. We are of the firm belief that the more we collaborate to help you succeed, the closer we are to achieving our vision.

We live and breathe our SPIRIT values in everything we do. Bringing our values to life through our partnerships with our customers is paramount. To achieve mutually beneficial outcomes, we are committed to developing and sustaining collaborative partnerships with the long term in mind. It is through regular communication, understanding your business needs and continuing to foster relationships built on trust that joint success can be achieved.

At the forefront of everything we do, we aim to not just meet, but to exceed your expectations. That is why we have created our Customer Charter outlining both EDL's service commitment to you and what you can expect from partnering with EDL. This charter also provides our staff with clear standards and practices to deliver on our commitments to you.

We look forward to receiving your ongoing feedback on how we can continue to improve the way we work with you.

James Harman
CEO

CUSTOMER CHARTER

We are committed to exceeding your expectations.

Our commitment is underpinned by these principles:

1. Working in partnership to create value
2. Do things better, now and into the future
3. Deliver on our promises
4. Actively respond to your needs

...and our **SPIRIT** Values, which guide our behaviour:

- **S**afety, health & environment
- **P**erformance
- **I**nnovation & initiative
- **R**espect & responsibility
- **I**ntegrity
- **T**eamwork

We are committed to exceeding your expectations

Our commitment is underpinned by these principles and we promise to do the following:

1. Work in partnership to create value

We will:

work collaboratively with you to achieve mutually beneficial outcomes

provide you with personalised service

support you with a multi-touchpoint team and clarity of your key contact points

support you with knowledgeable and technically competent staff

work with you and other stakeholders to achieve our safety goal of Zero Harm, and high levels of environmental performance, community investment and overall sustainability.

3. Deliver on our promises

We will:

do what we say we will do

keep you fully informed with transparent and timely communications

commit to resolving your issues as if they were our own.

2. Do things better, now and into the future

We will:

continuously focus on delivering world-class solutions that exceed your expectations

explore and implement solutions that maximise value and efficiency, and minimise environmental impacts

adopt a flexible and long-term outlook with the longevity of our partnership front of mind

continuously seek your feedback in order to review our service delivery and implement service improvement projects.

4. Actively respond to your needs

We will:

acknowledge your enquiry within one business day, and address (or have a plan to address) your enquiry within five working days

develop and maintain an issues management system to capture, track and close out issues

bring you innovative solutions to support your goals

actively listen and engage in continuous dialogue

admit when we make mistakes and take accountability when something goes wrong.

Your feedback is important to us

If you are not happy with any aspect of the service you receive from us, we encourage you to discuss your concerns with your key EDL contact person.

If you cannot get in touch with them, please call our head office in your country (details on back page) and we will ensure your enquiry is directed to the right person to resolve it.

Alternatively, you can email us on customerenquiry@edlenergy.com

www.edlenergy.com

Australia

Waterfront Place, Level 6, 1 Eagle Street
Brisbane QLD 4000
Australia

PO Box 2768, Queen Street Mall
Brisbane QLD 4000
Australia

Phone: +61 7 3275 5555

North America

Lansing
2501 Coolidge Road, Suite 100
East Lansing MI 48823
United States of America

PO Box 15217
Lansing MI 48901

Phone: +1 (517) 208-0743

Johnston
40 Shun Pike
Johnston RI 02919
United States of America

Phone: +1 (401) 943-8350