

Quality Policy Statement

Entura is part of Hydro Tasmania, with a vision of a sustainable energy future for all, and a purpose of creating renewable energy for generations and delivering sustainable value to Tasmania, communities, customers and clients.

We have a set of cultural attributes that underpin the way we work. This is **Our Way** – it empowers us to be all about our customers, work better together, find ways to achieve our vision, do the right thing and keep each other safe. Entura's 'fun-loving professionals' is a unique attribute for professional services that supports our unique role within Hydro Tasmania.

As we go about our business, we focus on delivery excellence to achieve customer satisfaction and create genuine market differentiation. We will realise our competitive advantage and be recognised as a facilitator of the global renewable energy transition in response to climate change.

We have implemented a Quality Management System that meets the requirements of ISO 9001:2015 and we complement our standard operating procedures within projects as needed to support **Our Way**. This is critical to our success.

We monitor our success through the Entura Scorecard:

- **Financial:** through revenue and financial return targets that ensure fiscal sustainability, and business transformation and continuous improvement initiatives to drive savings.
- **Customer and community:** through building our brand awareness, thought leadership, environmental responsibility and sustainability, a sales pipeline to establish market leadership, and fostering client relationships, including seeking and acting on client feedback.
- **Operational effectiveness:** through assuring our ISO management systems, balancing our opportunities with managing our risks, and delivering our services with expertise, flexibility and excellence.
- **People and growth:** through understanding, and acting upon, employee engagement and inclusion surveys, ensuring a safe working culture, promoting diversity, equity and inclusion, and collaborating and communicating, while providing unique career development and employee experience opportunities.

We are determined to provide high quality design and consultancy services to our clients. We will strive to get it right the first time, every time, doing things **Our Way** to make a positive and enduring contribution to our clients and communities.

Entura Executive Team

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We own. We operate. We consult.