



QUALITY POLICY

POL - 050

Purpose

Snowy Hydro is committed to achieving consistent quality outcomes in all operations of our business to maximise shareholder value. This will be evident by a stakeholder focus in all our work and doing our work **right first time**.

Statement

To achieve quality outcomes we will:

- Set and communicate clear expectations in the form of measurable quality objectives and targets that reflect stakeholder and market requirements;
- Recruit, locate, educate and consult with employees to ensure we have the right people with the right skills to delivery on quality objectives;
- Document and communicate key business processes so they are controlled, simple, relevant and accessible which contribute to identified objectives and targets;
- Conduct our work as stated by our documented processes and procedures and report where changes are needed;
- Monitor, report and seek feedback on our work from stakeholders and performance measures;
- Seek to understand and address occurrences where quality expectations are not meet;
- Conduct periodic audits of processes and the Quality Management System to identify ongoing relevance and improvement opportunities;
- Comply with legal, regulatory, license, market and other contract service obligations.

Accountability

Managers and supervisors must take steps to support quality work by:

- Ensuring that employees are provided with the necessary skills and information to enable quality work:
- The provision of information relating to quality expectations and performance;
- Creating, adapting or removing controlled processes as needed to meet current quality objectives;
- Visibly demonstrating commitment to quality and providing the supervision necessary to foster a quality culture.

All employees are responsible for:

- Complying with controlled processes;
- Identifying, controlling and communicating risks to achieving quality;
- Escalating improvements relating to controlled processes when identified.

Paul Broad
Chief Executive Officer
Snowy Hydro Limited

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