

# snowyhydro

## QUALITY POLICY

### **Purpose**

Snowy Hydro is committed to delivering high quality outcomes in an efficient manner that meet or exceed the expectations of stakeholders including workers, customers, the Shareholder, visitors and members of the communities in which we operate.

### **Statement**

To achieve quality outcomes we will:

- Support the business by an ISO 9001:2015 compliant Quality Management System (QMS) that is periodically audited and certified;
- Integrate the QMS with our Safety and Environmental systems in a single efficient management system known as the SHL Clean, Green, and Safe Management System (CGSMS);
- Set and communicate clear expectations within the CGSMS that include measurable quality objectives and targets;
- Have in place effective assurance processes that seek to verify the effectiveness of controlled processes and compliance with relevant regulatory and other obligations;
- Engage with relevant stakeholders when establishing or modifying CGSMS elements to ensure their needs are met, targets are achievable, and resulting processes clearly understood by those responsible for their implementation;
- Create and foster a collaborative environment that supports continual improvement opportunities.

### **Accountability**

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

- Ensuring that workers are made aware of the business requirements and processes managed through the CGSMS;
- Ensuring workers are adequately trained and provided with the necessary tools that enable them to deliver quality outcomes in line with business expectations;
- Ensuring all relevant supporting information and knowledge is made available;
- Creating, modifying or removing controlled processes as needed to meet current business requirements;
- Visibly demonstrating commitment to quality and providing the leadership necessary to foster a quality culture.

All employees are responsible for:

- Understanding, implementing and complying with controlled processes;
- Supporting colleagues through sharing of knowledge & information, and assisting them to understand the processes managed through the CGSMS;



- Controlling risks in a manner consistent with business requirements, communicating issues, and identifying improvements relating to controlled processes when identified.

A handwritten signature in blue ink, appearing to read "Roger Whitby".

**Roger Whitby**  
**Acting Chief Executive Officer (on behalf of the Board)**  
**Snowy Hydro Limited**