

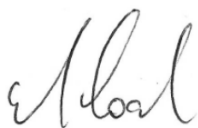
## Quality Policy

We are committed to enhancing Australian Power Industry Partner's (APIP) reputation for delivering client satisfaction through timely performance and the provision of cost efficient, quality services.

To deliver on our commitment, we will:

- Achieve and maintain AS/NZS ISO 9001 Certification, integrating Quality Management requirements into our business activities;
- Develop and maintain an Auditing Program to ensure compliance with relevant Legislation, Regulations, Industry Standards, and internal standards;
- Set measurable Key Performance Indicators (KPI) and seek to continually improve the delivery of our services;
- Undertake annual reviews, to assess, revise, and continually improve the effectiveness of our Quality Objectives, Policy, KPIs, and Procedures thereby maintaining relevance and suitability;
- Deliver added value to our clients by identifying, monitoring and responding to their needs, expectations and levels of satisfaction; and
- Provide products and services that meet or exceed the standards prescribed in relevant agreements, contracts, codes and statutory obligations.

This Policy will be signed, dated, and displayed in APIP places of business and on the company website, for access by all employees and other stakeholders as appropriate, to ensure responsibilities for quality and service standards are clearly communicated and understood.



Nathan Roach  
Managing Director  
(22 November 2019)