

IMS Policy Statement

This policy applies to Iberdrola Australia Smart Energy Solutions (IASSES)

This Integrated Management Policy reflects our organisational commitment to quality, safety and environmental performance. It underpins our organisation's mission of reducing greenhouse gas emissions and transitioning to more sustainable energy systems in measurable ways through installing renewable energy units and upgrading existing systems for clients.

This policy outlines the framework upon which our organisational objectives and targets are set, and aims to strengthen our ability to continuously improve our integrated management system. The policy is communicated to all relevant stakeholders through our communications processes and we review it annually to monitor changing business conditions.

INTEGRATED MANAGEMENT POLICY STATEMENT

IASSES will provide sustainable energy engineering services, products and renewable energy systems such as solar PV, that are effective, reliable, leading edge and durable.

In order to achieve this we will:

- Maintain a safe workplace and promote the safety, health and welfare of all employees, customers and contractors, at all times by having effective risk management practices in place and resources such as EAP for counselling
- Maintain effective environmental performance through objectives and targets such as preventing pollution, recycling waste, monitoring, tracking and reporting our environmental performance and promoting and practicing sustainable values, principles and practices
- Ensure the delivery of high quality products and services, and strive to achieve the greatest possible customer experience and satisfaction with every single client we work with
- Apply a risk management philosophy and practice that aims to identify and eliminate hazards wherever possible, and where this cannot be achieved, implement appropriate control measures to manage the risks at a level that is as low as reasonably practicable
- Set achievable objectives and targets for: safety, environment and quality and; measure and monitor our performance against these targets through our annual internal audit and management review process
- Monitor developments in governance, laws, standards, and organisational practices and work across the organisation to evaluate our ongoing compliance
- Clearly define the roles, responsibilities and accountabilities of all our team through Position Descriptions, and provide professional training and development opportunities to advance their careers
- Maintain our commitment to fulfilling legal and other requirements
- Consult with, involve and encourage feedback from our customers, our team, the community and other stakeholders to assist us in continually improving our products and services
- Effectively communicate this policy to all relevant stakeholders and review it at least annually for continuing suitability
- We are committed to lead by example and to demonstrate best practice within all of our operations. We widely promote sustainable principles and practices to the broader community in order to influence others to genuinely improve environmental performance

Last Reviewed 05 February 2024



Walter Schutte
EM Customer Solutions