

Document Name	<b>QUALITY POLICY STATEMENT</b>
Document Number	QMPOL001
Scope	ENGIE Services
Effective From	1 <sup>st</sup> July 2018

ENGIE Services is a group of industrial service businesses that comprise mechanical, fire, electrical and communications services in Australia and in New Zealand.

Our group of businesses provide a range of technical maintenance services and fit outs for commercial and industrial HVAC (Heating, Ventilation and Air Conditioning), refrigeration, fire safety, data communications, electrical, telephone and security and network services to the commercial, retail, industrial and other markets. The business also specialises in energy supply while improving energy efficiency and environmental solutions for its clients through its multi-technological services.

ENGIE Services, and the businesses we operate, are defined by our core values of Drive, Commitment, Daring and Cohesion.

Our vision is to be the partner of choice for the delivery of innovative multi-technical service, projects and solutions creating healthy, safe and efficient environments. This vision, together with our client centric philosophy, means we work in close partnership with our clients to understand their needs and to provide added value to their business.

**ENGIE Services is committed to:**

- Establishing, implementing and maintaining a Quality Management System within all its businesses.
- Achieving total client satisfaction through innovation and continual improvement of its process.
- Setting measurable objectives and targets to ensure continual improvement.
- Providing a framework for continuous improvement of its internal systems.
- Ensuring that the needs and expectations of its clients are clearly understood and achieved.

**ENGIE Services will ensure:**

- The satisfaction of clients, both external and internal, is the primary focus of the Quality Management System.
- All employees understand the importance of their individual roles in the organisation and how their actions impact on the quality of services provided.
- Suppliers are integral to the quality process and employees will work closely with them to meet client's needs.
- The provision of a service in accordance with the specifications and requirements of its clients.
- The Quality Policy is communicated and understood within the business.
- The Quality Policy and Quality Management Systems are reviewed to ensure they remain relevant to the business.

As the Chief Executive Officer, I fully support our employees, suppliers and subcontractors in actively pursuing the best outcomes for our clients through high standards of quality and service.



Corinne Ong  
CEO ENGIE Services

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