

# POLICY

## CORP-QA-POL-001

# Quality Policy

Energy Power Systems Australia Pty Ltd (EPSA) is committed to conducting its business activities in a responsible manner to provide products and services which satisfy agreed customer requirements. The satisfaction of our customers and the efficiency of our operations are an endorsement for the sustainability of our success.

In support of our vision “We Give Our Customers the Power They Need”, EPSA has a Quality Management System based on AS/NZS ISO 9001:2015. This policy is central to the delivery of our commitment to customer satisfaction and continuous improvement.

EPSA’s Values and Behaviours statement reflects our expectations: Performance – Delivering for Customers and the Business. We recognise that ‘Together We Are Better’ and strive to: Partner with the right experts, collaborate with dealer partners, embody ‘Proudly Cat ®’.

In particular we are committed to the following key principles:

- The satisfaction of customers, both external and internal, is the primary focus of the quality management system;
- Systems and controls will be designed to ensure complete understanding of customer requirements and to provide a framework for setting quality objectives;
- Suppliers are integral to the quality process and are an important part of our quality framework, we will work closely with them to meet customer’s needs;
- Our people will be encouraged and empowered to participate in quality improvement activities through training, teamwork and consultation;
- The management team is fully committed to the Quality Policy through provision of resources, active participation in quality improvement activities and leadership by example; and
- Periodic review and audits will be undertaken to understand and monitor our performance against this policy and to allow continuous improvement of the quality management system.

EPSA’s management team is accountable for the implementation of this policy and associated procedures and for demonstrating quality leadership.



**Chris Murray**  
Managing Director

17 March 2023

# Document Information

## Key Information

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<b>Owner</b>	HSEQ Manager
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## Document version history

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Lance Deighton	HSEQ	1	Chris Murray	21 January 2021
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1.0	New document format - Reviews Changed to Annually
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