



QUALITY POLICY

Electrical Reticulation Design Services Pty Ltd (ERDS) is fully committed to providing electrical planning and design services that are tailored to the needs of the electrical and electricity supply industry and exceeds the expectations of our stakeholders. The ERDS vision is to strive to be the preferred electrical design partner for our quality, responsiveness, and cost-effectiveness.

ERDS aims to consistently deliver exceptional quality services in a timely and cost-effective manner, providing real value to our clients and our people. We will retain a clear focus on our clients' needs by maintaining close contact for the duration of all projects and paying attention to the specifics of our clients' requirements. We will deliver a high-quality service that meets the agreed commercial conditions and complies with the appropriate laws and regulations.

We believe the key to successfully achieving our objectives is our Quality Management System which is based on AS/NZS ISO 9001:2015. Our system ensures that measurable quality objectives are established and regularly reviewed, risks and opportunities are identified and managed, with effective controls consistently applied to our work processes, and that comprehensive records are available to enable prompt and effective handling of inquiries.

ERDS management is committed to communicating, promoting and supporting compliance with the requirements and continual improvement of our Quality Management System. We constantly monitor and review the system to identify and action areas for improvement and to meet the changing needs and expectations of interested parties. Employees and contractors can contribute to system development in support of their roles and responsibilities in the achievement of our quality objectives. Our clients' and other external parties' perceptions of our performance also shape our system improvements.

I fully support all endeavours to maintain and improve the ERDS Quality Management System and seek the co-operation of all employees and clients, while welcoming suggestions from interested parties that may assist ERDS to achieve our objectives.

A handwritten signature in black ink, appearing to read 'R Mernin', written in a cursive style.

Renee Mernin
Business Services Manager
17 September 2021