

The logo for Solenergy, featuring the word "solenergy" in a teal, lowercase sans-serif font. The letter "o" is replaced by a stylized sun icon consisting of a semi-circle of radiating lines.

solenergy

QUALITY POLICY

About this Policy

Management fully endorses this policy, and it will be reviewed annually to ensure it remains relevant and appropriate.

Sol Energy is dedicated to providing a quality and professional service to ensure our client's needs, expectations and contract specifications are met consistently. Sol Energy is committed to a philosophy of continual improvement. We encourage a quality culture at all levels of the company, where workers have a sense of pride and responsibility in satisfying our client's needs.

We will always comply with relevant legislative requirements and industry codes. Sol Energy embrace industry best practices to continuously improve in every area of the company's work activities.

Regardless of position, all workers are responsible for the quality of their work. Sol Energy will ensure every worker is aware and trained in their responsibilities and the quality expectations of the company. Workers will be made aware of the relevance and importance of their activities and how Sol Energy's quality policy and procedures are to be applied and maintained within their work activity and/or work area.

Sol Energy will make available appropriate resources to ensure compliance with quality policies and procedures and will seek to adopt uniform best practices to assist in eliminating or reducing non-compliance. Adoption of best practices will also assist in the achievement of internal efficiencies and client satisfaction

Policy Coverage

Sol Energy has established a Management System including activities and procedures that are continually reviewed and effectively implemented. This system relates to all aspects of quality including:

- Training and education
- Review of standard work methods
- Changes to work methods and practices including those associated with technological change
- Quality rules
- Continuous improvement
- Client contracts and specifications
- Purchasing and inspecting suppliers
- Selection and evaluation of suppliers
- Document and data control
- Reporting and recording of non-conformances and unsatisfactory work
- Provision of information to management and workers

Objectives

This commitment means that we will, as far as reasonably practical:

- Comply with relevant legislation, regulations, and industry best practice
- Develop, implement, and maintain quality processes to produce a level of service to a consistent standard of quality and at competitive cost
- Foster good relationships with clients by effectively communicating and seeking feedback
- Continually improve the effectiveness of the Management System
- Document and measure quality objectives and targets through client feedback and, when required, internally audit and review
- Deliver services in accordance with the specifications and requirements of our clients
- Encourage workers to constantly aim to improve the overall quality of the company and its services
- Endeavour to supply a service that is delivered to high standards utilising environmentally friendly processes and materials, where possible
- Promote effective communication with all workers and ensure continual training requirements are met
- Provide all workers adequate information and training to ensure all services are delivered to a consistent standard of quality

Responsibility

The success of our quality management depends on:

- The commitment of all workers, irrespective of their position, to achieving the policy objectives
- Planning work activities with due consideration given to quality
- Promoting communication between workers and management