

ZENENERGY

Quality Policy **Statement**

ZEN Energy Quality Policy Statement

ZEN Energy's mission is to guide Communities and Industry into the zero-carbon world, delivering energy that is simple, affordable and zero emissions, following our values:

- bringing ideas, curiosity, and an **open mind** to everything
- **deliver** on our commitments and strive to **lead** in everything that we do
- to laugh and bring **joy**
- always act **safely**
- **respect** others' opinions
- seek insights from those who are **different** to us
- **honest** and own our failings
- strive for **excellence** individually and as a team.

ZEN Energy takes pride in delivering excellence in products, renewable energy solutions and customer service. Our business is conducted in a manner that respects all the applicable laws, regulations, standards, and other requirements and is committed to maintaining processes and systems compliant with the internationally recognized Quality Standard ISO 9001:2015.

ZEN is committed to meeting community, customer, employee and stakeholder requirements and expectations, and endeavour to strive for continuous improvement of quality performance by developing, implementing, monitoring, and reviewing the management system and key business objectives. We are dedicated to drive strategic initiatives across (1) sustainability business partnership, (2) procurement of storage and renewable energy through direct contracting and renewable asset development, and (3) optimising ZEN's renewable electricity portfolios. These initiatives are aimed at realising significant growth to our financial achievements which is an expression of our success in delivering to our vision of leading communities into the zero-carbon world.

To enable us to meet our objectives and high standards we shall provide personnel, financial and technical resources to improve the quality of our services.

This policy shall be communicated to employees and contractors during induction, made available on the ZEN Energy website and shall be proudly displayed in each location.



Anthony Garnaut

Chief Executive Officer, ZEN Energy