
Stanwell Asset Maintenance Company Quality Policy

GOV-POL-39

1.0 Policy statement

Stanwell Asset Maintenance Company Pty Ltd (SAMCo) is committed to delivering safe, reliable, and high-quality operations and maintenance services to its clients and stakeholders. This Policy outlines how SAMCo applies ISO 9001:2015 principles into its business practices to ensure consistent performance, compliance with applicable requirements, and continual improvement to enhance client and stakeholder satisfaction.

2.0 Scope

This Policy applies to all SAMCo employees and contractors while visiting or conducting business at SAMCo managed sites. It governs all quality-related activities within the scope of SAMCo's Quality Management System.

3.0 Purpose

The purpose of this policy is to establish a shared understanding of SAMCo's commitment to quality and the principles that underpin our Quality Management System. It outlines how SAMCo integrates ISO 9001:2015 requirements into its operations and aligns with Stanwell's governance, risk, and compliance frameworks to ensure consistent, high-quality service delivery.

This policy also supports SAMCo's integration with Stanwell's broader business systems, including:

- Stanwell's Code of Conduct (GOV-POL-30)
- Enterprise Risk Management and Business Resilience Policy (GOV-POL-37)
- Compliance and Regulatory Management Policy (GOV-POL-20)
- Confidential Information Policy (GOV-POL-27)
- Internal Audit Charter (GOV-STD-18)
- Conflicts of Interest Policy (GOV-POL-26)

4.0 Our commitments

SAMCo is committed to delivering high-quality operations and maintenance services within the renewable energy sector, with a focus on quality, safety, reliability, and continuous improvement to satisfy the applicable requirements of our clients and stakeholders.

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APPROVED BY: Board

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Our Quality Management System is guided by ISO 9001:2015 principles and aligned with Stanwell's broader business systems.

We set measurable quality objectives to ensure our quality commitments are reflected in our operations, business targets and contractual performance measures. These objectives are systematically monitored, reviewed and evaluated to ensure accountability, promote continual improvement, and maintain alignment with SAMCo's business plan.

The following commitments underpin our Quality Management System and guide our pursuit of operational excellence, client satisfaction, and continual improvement:

4.1 Client focus

SAMCo is committed to understanding and fulfilling the needs of its clients and stakeholders by delivering reliable, high-quality operations and maintenance services that reflect their priorities and deliver long-term value.

To ensure measurable alignment with these commitments, quality objectives are embedded within our service contracts as Key Performance Indicators (KPIs). We maintain compliance with contractual, regulatory, and quality requirements through periodic assurance audits and actively seek client feedback to drive continual improvement and enhance satisfaction.

4.2 Continuous improvement

SAMCo fosters a culture of continuous improvement across our teams. We regularly review our processes, services, and performance to identify opportunities for enhancement. We do this by conducting lessons learned, Improvement initiatives are tracked periodically through our Quality Management System and reviewed to ensure alignment with strategic objectives and long-term stakeholder value.

4.3 Leadership

SAMCo's management team is accountable for establishing a clear vision for quality and embedding it across all operational and support functions. Management is responsible for promoting quality awareness, ensuring appropriate resources are available, and integrating quality objectives into day-to-day planning and decision-making. This is achieved through training, periodic business meetings, and site assurance activities.

4.4 Process approach

SAMCo applies a process-based approach to quality management by identifying, managing, and optimising interrelated processes to achieve consistent, predictable and high-quality outcomes. This approach is supported by documented process maps and standard procedures that guide operational consistency and compliance.

This enables us to:

- Understand and control inputs, activities, and outputs.
- Monitor performance and effectiveness.
- Improve efficiency and reduce variability.
- Align operations with strategic goals and client expectations.

To maintain process integrity during planned changes, SAMCo applies structured change management practices that assess associated risks, engage relevant stakeholders, and update documentation and controls to ensure continued compliance with ISO 9001:2015.

4.5 Employee involvement

SAMCo recognises that employee engagement is essential to the success of our Quality Management System. We foster a culture where all employees are encouraged to take ownership of quality outcomes and actively contribute to continuous improvement.

Employees are empowered to identify risks, suggest improvements, and participate in quality initiatives through structured feedback channels, training programs, and recognition schemes. Employee involvement is further supported by tools such as the Improvement Register and regular team meetings, which provide formal mechanisms for capturing and acting on improvement opportunities.

4.6 Risk-based thinking

SAMCo adopts a proactive, structured approach to risk management that is fully aligned with Stanwell's Enterprise Risk Management and Business Resilience Policy (GOV-POL-37).

A risk-based approach is embedded throughout our Quality Management System to ensure quality outcomes are safeguarded across all operations. We apply the following practices:

- Identify, measure, monitor, and prioritise risks that could affect strategy, health and safety, customers and reputation, regulatory and compliance, commercial, and operations.
- Implement mitigation activities proportionate to the level of risk and aligned with Stanwell's risk appetite statements.
- Maintain and regularly review risk registers, bowtie analyses, and contract-specific risk plans to ensure risks are actively controlled and are contained at acceptable levels as set out in Stanwell's risk appetite statements.
- Use risk insights to inform decision-making, resource allocation, and continuous improvement initiatives.
- Review risk management practices during internal audits and management reviews to ensure effectiveness and alignment with Stanwell's evolving risk appetite and sources of internal and external risk.
- Implement structured change management processes to preserve the integrity of the Quality Management System during planned changes. This includes identifying associated risks,

consulting relevant stakeholders, and updating documentation, controls, and procedures to ensure continued compliance with ISO 9001.

4.7 Compliance

SAMCo strives to ensure compliance with its legal, regulatory, contractual, and other applicable obligations. This commitment is embedded in our operations through structured governance, regular oversight, and alignment with Stanwell's Compliance & Regulatory Management System, Confidential Information Policy (GOV-POL-27) and Compliance and Regulatory Management Policy (GOV-POL-20).

To ensure consistent and lawful operations, SAMCo implements the following mechanisms:

- **Compliance Obligations Register:** Maintains a current record of all relevant legal, regulatory and other obligations applicable to SAMCo's operations.
- **Event Audit Risk System (EARS):** Used to monitor compliance obligations and track incidents and actions, ensuring traceability and accountability across all of SAMCo's operating sites.
- **Internal audits and corrective actions:** Conducted regularly to verify compliance and address any non-conformities.
- **Employee training:** Compliance training is provided to all employees to ensure awareness and understanding of compliance obligations and associated compliance tasks, compliance issue and compliance breach reporting. EARS is used to manage compliance obligations and compliance tasks and record managed Events.
- **Legislative alignment:** SAMCo's operations are aligned with key statutory instruments, and applicable laws governing workplace safety, environmental protection, and energy sector operations.
- **Governance framework:** SAMCo's compliance practices are controlled by Stanwell's overarching governance framework, which includes structured oversight through executive and board-level committees, clear delegations of authority, regular reporting, and assurance mechanisms. These processes support transparency, accountability, and continuous improvement across all business functions.

Stanwell's Compliance and Regulatory Management System undergoes an annual review to assess its effectiveness and identify opportunities for improvement to ensure that it remains effective, responsive and fit-for-purpose.

5.0 Responsibilities

Every member of SAMCo plays a critical role in upholding the quality standards outlined in this policy. All personnel are:

- **Responsible** for actively communicating, promoting, and implementing this policy across all SAMCo operations.
- **Accountable** for achieving quality outcomes in alignment with SAMCo's Quality Management System and client expectations.

Responsibilities are clearly defined in individual position descriptions and are reinforced through structured onboarding, ongoing training, and performance management processes. Quality-related Key Performance Indicators (KPIs) are embedded in team and individual performance plans, as well as service contracts, ensuring that quality objectives are consistently monitored, measured, and achieved.

Leaders at all levels are expected to model quality excellence, support their teams in meeting quality goals, and foster a culture of continuous improvement and compliance.

6.0 Review, consultation and communication

Document control is managed through Stanwell’s Document Management System, ensuring version control, accessibility, and traceability. This policy is reviewed in line with Stanwell’s governance calendar or upon significant change in legislation or operations.

Review:

This policy must be reviewed at least every two years or sooner if triggered by legislative, operational, or organisational changes.

Consultation:

The General Manager Renewable Maintenance Services is responsible for conducting the review and ensuring appropriate consultation with stakeholders during the review process.

Communication/requirements after update:

Following any update, this policy will be:

- Communicated to all SAMCo employees, contractors, and visitors.
- Made available through SAMCo’s Integrated Management System.
- Made available on Stanwell’s intranet and external website (publicly accessible), and in hard copy format at operational sites.
- Referenced in all SAMCo inductions and onboarding programs.

7.0 Definitions

Word / Abbreviation	Definition
AS/NZS ISO	Australia and New Zealand International Standards Organisation
IMS	Integrated Management System
EARS	Event Audit Risk System used for compliance tracking and incident management
ERM	Enterprise Risk Management
ISO 9001	International Standard for Quality Management Systems
SAMCo	Stanwell Asset Maintenance Company
QMS	Quality Management System

8.0 References

- Stanwell Code of Conduct (GOV-POL-30)
- Enterprise Risk Management & Business Resilience Policy (GOV-POL-37)
- Compliance and Regulatory Management Policy (GOV-POL-20)
- Confidential Information Policy (GOV-POL-27)
- Internal Audit Charter (GOV-STD-18)
- Conflicts of Interest Policy (GOV-POL-26)
- AS/NSZ ISO 9001:2015 Quality Management Systems

9.0 Revision History

Rev. No.	Rev. Date	Revision Description	Author	Endorse/Check	Approved By
F	19-09-25	Draft policy updated and issued for review	A. Gwilt	S. Bishop C. Rothman L. Sondergeld R. Manley K. Buckley	S. Clark
	10-11-25	Policy issued for ELT endorsement	R. Manley	S. Quilter	M. O'Rourke
0	18-11-25	Policy issued for Board approval	S.Crowley	R. Manley	M. O'Rourke