

UCS Group Pty Ltd (UCS) is recognised as an industry leader in the design, installation and management of underground electricity distribution, telecommunications, Infrastructure and solar electricity projects.

The company was formed in 1995 and has been built on a tradition of "service-first". We recognise that value to customers is measured by the quality of service we provide, and that will always be the foundation of our business.

This focus on customer service, coupled with competitive pricing, a strong management group, and a highly skilled and motivated team of technicians, has seen UCS develop strong market presence.

The scope and context of this policy covers all UCS Group of companies' operations and business support functions whether office, depot or site based.

The scope includes –

- **UCS Power** – design, supply, deployment and auditing of electricity underground cable networks for Urban Residential Developments (URD).
- **UCS Comms** – telecommunication installation co-ordinated with URD electricity network installations.
- **UCS Infrastructure** – supply and installation of cabling networks for electrical network, road, rail and mining infrastructure within both the private and public sectors.
- **UCS Sustainable Energy Solutions** – rooftop and ground mounted solar and battery solutions.
- **UCS Sustainability** – design and construction energy efficient solutions incorporating 'green' products.
- **UCS Overhead Services** – Installation and maintenance of overhead powerline.
- **UCS Signals** – Installation and maintenance of traffic signals and road safety electronic systems.
- **UCS Group (SA) Pty Ltd** – supply and installation of cabling networks in URD, existing domestic and industrial settings, and for a variety of energy efficient / green projects.
- **ASENO** – management of retail customers in relation to sustainable electricity purchases.
- **Sustainable Asset Co** – design, maintenance, operation and project management of the installation of sustainable residential networks.

Our quality policy framework is to:

- Provide efficient, professional services and products that meet or exceed client expectations, ensuring full satisfaction and delivering products safely to the required level of quality.
- Maintain a consistent and uniform approach that complies with all relevant regulatory requirements, industry standards and safety legislation..
- Continually improve the effectiveness of the Integrated Management Systems (IMS) to ensure accreditation to ISO and other relevant industry or network standards is maintained.
- Ensure all staff are thoroughly trained and briefed on the IMS policies and objectives to implement them effectively in their work.
- Regularly monitor, audit, and modify the IMS to ensure it is used correctly, efficiently, and in accordance with the regulatory requirements, industry standards, and safety legislation., and regulatory requirements.

Top management is responsible for implementing the policy. This will be achieved by:

- Establishing, implementing and maintaining a quality management system certified against AS/NZS ISO 9001:2016.
- Setting and reviewing measurable quality objectives and ensuring those objectives are met.
- Providing the necessary resources and ensuring responsibilities and authorities are determined and communicated throughout the UCS business.
- Reviewing the effectiveness of the quality management system and assessing opportunities for its continual improvement.
- Seeking structured feedback from our customers.
- Ensuring everything we do is always carried out in accordance with stated methods and customers' requirements.

This policy will be reviewed annually. This policy is displayed at each of our offices, on our website, on our intranet and within our Business Management Manual and is made available to all interested parties.



Stephen Ellich, Chief Executive Officer

10<sup>th</sup> October 2024

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