



TasNetworks is committed to deliver electricity and telecommunication network services to its customers, while enabling a more sustainable network which is delivered safely, reliably and affordably. TasNetworks has developed and will maintain a Quality Management System aligned to ISO9001.

Our success in this endeavour requires effective leadership, appropriate management practices, clear accountabilities and responsibilities to support continuous improvement, active participation, and a shared commitment by our stakeholders.

Our purpose and vision say it all:

Purpose: "Powering a bright future."

Vision: "To be trusted by our customers to deliver today and create a better tomorrow."

To support this purpose and vision, as well as to ensure compliance with our internal and external obligations, we have implemented an integrated system for the management of health, safety, environment and quality aspects across our business, aligned to ISO9001.

The quality component of our management system supports the continuous improvement and customer satisfaction intentions of our Strategic Goals:

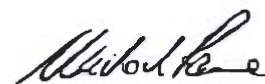
- Caring for our customers and making their experience easier.
- Staying safe, building trusting relationships and enabling our people to deliver value.
- Managing our assets to deliver safe and reliable services, while transforming our business.
- Operating our business to deliver sustainable shareholder outcomes.

This Quality Policy provides a framework for the development of our objectives, to prioritise actions based on risk management, and to provide visibility of our performance to our stakeholders.

This policy shall be communicated to all TasNetworks Team Members and contractors, and made available to the public.



Lance Balcombe
Chief Executive Officer



Mike Paine
General Manager – Operations and
Customer Service Delivery