

QUALITY POLICY STATEMENT

ACCIONA Infrastructure Australia Pty Ltd (ACCIONA) is committed to providing its customers with quality controlled services that meet or exceed customer expectations and to continually improve the effectiveness of quality management through our Integrated Management System.

This integrated management approach is applied to our Project Management to assure quality compliant and consistent results from all our activities, taking into account economic, environmental, legislative and social factors, with a permanent vision of sustainability through improvement and optimisation of processes.

We have established and will maintain, review and continually improve our program for management of quality as applied to the provision of solutions related to the development, design, construction, operation and asset management of public and private infrastructure. This program requires us to:

- Understand customer requirements and measure client satisfaction;
- Provide sufficient and suitable resources to implement and maintain the quality system;
- Ensure that personnel are competent and have the appropriate resources to undertake assigned tasks and register their commitment to the quality of their own work;
- Provide adequate information, training and supervision to staff, contractors and any other relevant parties;
- Plan service and project delivery processes to minimise risk and realise budget and schedule objectives;
- Provide a framework for establishing and reviewing objectives and targets;
- Monitor, measure and review processes and deliverables to demonstrate compliance with requirements;
- Take timely action to prevent occurrence or recurrence of nonconformity; and
- Continually improve all areas of our methods and procedures, for the benefit of all stakeholders.

The above is achieved via the activities carried out as a part of our certification to AS/NZS ISO 9001.

The Directors of ACCIONA have specific responsibility for providing the necessary resources and organisation to implement this Policy for the safe and quality provision of our services. However, everyone working for ACCIONA has a direct responsibility for ensuring the quality of their work, and that of persons under their supervision.

This Policy is communicated to all levels of the organisation, both directly and by publication in appropriate places including the ACCIONA Intranet, website and notice boards.

This Policy is made available to all potentially affected parties and will be periodically reviewed to ensure that it remains relevant and appropriate to the business operational scope.

Fernando Fajardo
Managing Director
ACCIONA Infrastructure Australia Pty Ltd



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