

Reviewed 2 yearly

## APPENDIX 2: QUALITY POLICY

ETEL Limited has established a company-wide culture which is dedicated to designing, creating, and assembling transformers of the highest quality to meet or exceed customer satisfaction.

ETEL Limited employees are committed to delivering on this quality commitment and will bring all their experience to achieve outstanding customer experience. The company's mission of continuous quality improvement in all areas of its business and processes to achieve:

- a) Putting our CUSTOMERS at the center of what we do and are first to deliver on time the highest quality transformers and switchgear to meet the demands of an evolving market.
- b) Getting it right first time with standardized procedures.
- c) We strive to build a culture where our people are valued, and our people LIVE OUR VALUES.
- d) As WORLD CLASS EXPERTS we offer comprehensive technical support and services to our customers.
- e) Our commitment to Continuous Improvement means we GET BETTER EVERY TIME.

To support these commitments, ETEL Limited has in place a company-wide Integrated Management System, conforming to the requirements of the ISO 9001:2015 Standard. All Business processes, systems, and responsibilities at ETEL are aligned with IMS to enable Compliance, coverage and Support and is continually reviewed & monitored.

ETEL Limited warrants that its products and services are fit for their intended use, operate in accordance with AS/NZS 60076: 2017 standard, meet all contractual requirements stipulated by the customers, and adhere to applicable statutory regulations and technical standards.



Brian Ropitini

Chief Executive Officer

25 June 2025