

# Quality Management Policy

Independent Line Services is an electricity sector contracting company providing emergency response, construction and maintenance services to the electricity networks in the South Island of New Zealand. We provide essential services to this vital infrastructure industry.

Quality is important to our business because we understand the importance of a reliable and safe electricity supply to all sectors of society and we value our customers. We strive to provide our customers with quality products and services that meet and even exceed their expectations. We constantly review our performance and have established a Quality Management System which provides a framework to enable us to consistently deliver a high quality service and to measure and improve our performance.

We have the following systems and processes in place to support us in our aim of Best Practice Delivery of Service and market leading standards throughout our business:-

1. Regular client meetings and review of customer feedback
2. Selection and performance monitoring of suppliers and sub-contractors against industry standards and best practice
3. Training and development of our employees
4. Regular site audits
5. Regular audit and review of our internal processes
6. Measurable quality and safety objectives which reflect our business aims
7. Active support of industry initiatives and programs for the promotion and development of quality and safety in our industry
8. Governance level review of audit results, safety performance and customer feedback

Our internal processes are reviewed regularly and are available to all employees through the QMS desktop.

This policy is also posted on the Company Noticeboard and can also be found in the employee handbook.

Though the C.E.O. has ultimate responsibility for Quality, all employees have a responsibility within their own areas of work to ensure that Highest Quality and Best Practice are embedded within the whole company.



Matt Southorn  
Chief Executive Officer

4<sup>th</sup> March 2026



Next Review March 2027