

Purpose

Western Solar & Off Grid Pty Ltd is committed to delivering solar PV, battery storage and off-grid power systems that meet or exceed our client expectations, comply with every relevant Australian Standard and Clean Energy Council guideline, and perform reliably over their full design life.

Scope

This policy applies to all workers, apprentices, contractors, suppliers and clients involved in the design, supply, installation, commissioning, handover and warranty support of every Western Solar & Off Grid project across our Longreach base and remote Queensland sites. It is established in line with AS/NZS 3000:2018 Wiring Rules, AS/NZS 5033:2021 PV array installation, AS/NZS 4777.1/2 inverter connection, AS/NZS 4509 series stand-alone systems, AS/NZS 5139:2019 battery systems, the Clean Energy Council Design and Install Guidelines and Approved Component Lists, the Australian Consumer Law warranty provisions, and AS/NZS ISO 9001:2016 Quality Management Systems.

Policy Statement

- Comply with every relevant Australian Standard, Clean Energy Council guideline, manufacturer specification and statutory consumer protection law in the design, supply, installation, commissioning and handover of every system we deliver.
- Use only Clean Energy Council Approved Components, hold current Clean Energy Council Design and Install accreditation for every system we install, and document the model, serial number and traceability of every major component installed.
- Apply documented Inspection and Test Plans, commissioning test sheets and handover acceptance forms to every project, and never hand over a system that does not meet the commissioning specifications.
- Identify, record and rectify non-conformances and defects promptly, manage warranty claims in line with the Australian Consumer Law and manufacturer warranty terms, and use root-cause analysis to prevent recurrence.
- Capture client feedback, complaints and satisfaction data at handover and at twelve months post-commissioning, and use this data to drive continual improvement of our products, processes and customer service.
- Measure quality performance through leading and lagging indicators, review at management level and continually improve our integrated management system in line with AS/NZS ISO 9001:2016.
- Breach of this policy is a serious business offence and may result in disciplinary action up to and including termination of employment, contract, or engagement, and where appropriate referral to a regulator or law enforcement.

Review

This policy is communicated at induction, displayed at every Western Solar & Off Grid workplace, and reviewed at least every two years or sooner where there is a change in quality legislation, standards, Clean Energy Council requirements, organisational structure, or where performance data indicates the need for revision.



Liam Donovan

Director
Western Solar & Off Grid Pty Ltd
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