



## VITAL ENERGI UTILITIES LIMITED QUALITY POLICY SIGNED STATEMENT

Vital Energi is the UK's leading innovator in efficient energy provisions, designing, building, operating and maintaining market-leading low carbon energy solutions such as energy centres and district heating & cooling networks whilst ensuring safe project delivery in every operational area.

We have built our reputation on the highest quality of work and through the experience of long term relationships, team building, strategic planning and integration of our products to meet the needs and expectations of clients and other interested parties/ stakeholders, priding ourselves on our proactive, right first time approach and adopting a strategic risk analysis based approach to the development and implementation of our quality processes and procedures.

Vital Energi is committed to the implementation of a management system that meets the requirements of BS EN ISO 9001, relevant industry standards and appropriate regulatory and legislative requirements relevant to the areas in which we work.

We recognise the importance of achieving excellent standards of quality management and quality control and the impact this has on the effectiveness and sustainability of our business. We also recognise the need to continually strive for improvement and through our management systems provide a framework for setting high standard of documentation, support and advice to ensure the organisation works in a consistent manner. This is supported through the implementation of a quality management system that is certified to BS EN ISO 9001 by a UKAS accredited certification body.

We expect everyone working for us, or on our behalf, to strive to achieve and maintain the highest standards of quality performance at all times and to comply fully with the provisions of this policy, and our management system, and details our arrangements for quality which can be summarised as:

### WE WILL:

- Engage with our customers, build trust and relationships, and always meet or exceed their expectations.
- Deliver our projects and services within agreed tolerances of quality, time and cost in a reliable, predictable and repeatable manner, setting in place measures to enhance our performance and meet our stated objectives.
- Provide high levels of customer care and enhanced customer satisfaction by encouraging regular customer and stakeholder feedback to help us continually improve our products and services.
- Continually improve our commercial and technical performance.
- Procure work not solely on price but through innovation and added value.
- Develop staff potential through career investment opportunity, training and knowledge sharing to ensure roles and responsibilities are clearly understood, lessons learnt, and competence levels maintained.
- Continually seek to improve productivity by applying operational excellence and lean methodologies.
- Encourage and facilitate a culture of evaluation (both qualitative and quantitative), learning and improvement to drive more effective working methods.
- Improve effectiveness and efficiency of our processes and quality management framework by setting measurable objectives, analysing feedback and measuring and finding better ways of working.
- Continue to use and develop our processes to reduce business risk and ensure we meet all relevant requirements and deliver them consistently.
- Establish a culture that empowers our people to become experts in their roles to achieve defect-free delivery.
- Support effective and expedient control of nonconformities to understand root causes and implement effective corrective action.
- Use clear indicators to measure performance, drive continuous improvement, and remove waste from our processes.
- Make an informed decision based on reliable sound data, and lessons learnt, risk assessments and good practice.
- Have a robust communication of lessons learnt and best practice to help drive continual improvement.

As part of our commitment, we will communicate this policy to all employees and organisations working on our behalf, and ensure the latest version is made available on our website, in order it can be openly viewed by interested parties as appropriate.

**Gary Fielding**

Chairman

Date: February 2022

**Ian Whitelock**

Chief Executive Officer

Date: February 2022