



QUALITY POLICY

vital energi information for a sustainable future



QUALITY POLICY

Policy statement: As a leading innovator in efficient, low-carbon energy solutions, our Company is committed to delivering high-quality services across design, construction, operation and maintenance. We comply with all applicable regulatory and legislative requirements and maintain an externally accredited Quality Management System in accordance with BS EN ISO 9001:2015. We are proactively preparing for the forthcoming update to ISO 9001 and will ensure a smooth transition by updating our Quality Management System to fully align with the revised requirements once the new standard is formally published. This approach maintains compliance, supports continual improvement, and ensures our system remains robust, resilient, and aligned with evolving best practice.

BACKGROUND

Vital Holdings Ltd and its subsidiaries (the Company) delivers innovative sustainable energy solutions for energy generation, distribution and energy demand reduction that cut energy bills, consider the environment and provide security of supply. We focus on three main areas: creating sustainable and viable means of generating and distributing energy; the management, measurement and reduction of consumption; and the long-term operation and maintenance of low or zero carbon energy infrastructure.

POLICY PURPOSE

The purpose of this policy is to show the Company's commitment to quality and describe our quality management principles to our employees, customers, and stakeholders.

ROLES AND RESPONSIBILITIES

This policy applies to all Vital employees and those working on our behalf, everyone is responsible for ensuring the policy is adhered to. It is one of a suite of policies intended to communicate our values and standards to all stakeholders, fostering confidence that Vital is a responsible company to work for, buy from, invest in and partner with. This policy is currently overseen by the Environment, Social and Governance (ESG) Director, with executive accountability resting with the Managing Director and ultimate oversight by the Vital Group Board, including the approval of any changes.

PRINCIPLES OF CONDUCT

To ensure quality permeates every facet of our operations, we have established a set of guiding principles that serve as the foundation of our conduct.

These principles are universal, **apply to all our endeavours**, and are fully ingrained within our internal decision-making processes:

- 1 Deliver exceptional service that consistently meets or exceeds customer expectations, nurturing trust and fostering long-term relationships through structured feedback (surveys, reviews) and timely action.
- 2 Foster customer satisfaction and loyalty by capturing and acting on feedback, and enhancing our products and services in response to stakeholder needs.
- 3 Continuously enhance both commercial and technical capability through targeted training, competency frameworks and professional development, with clarity in roles and responsibilities.
- 4 Procure on value, not price alone, selecting suppliers based on competence, quality performance and ability to add value, with risk-based supplier evaluation, onboarding and monitoring.
- 5 Invest in staff development and clear accountability, ensuring our people are equipped, supported and empowered to deliver quality outcomes.
- 6 Improve productivity through operational excellence and lean practices, using reliable, repeatable methods to achieve objectives within predefined quality, time and cost parameters.
- 7 Base decision on reliable data, lessons learned and risk assessments, using gateway reviews and risk registers to anticipate issues, capture opportunities and strengthen delivery.
- 8 Effectively manage nonconformities by understanding root causes and implementing verified corrective actions; measure performance, drive continuous improvement and streamline processes.
- 9 Integrate climate and environmental considerations into quality planning and delivery, ensuring that our quality outcomes support sustainability, carbon reduction, resilience and long-term environmental performance; consider climate-related issues and stakeholder expectations when determining context and requirements.
- 10 Promote ethical behaviour and a strong quality culture, with leadership fostering integrity, transparent communication, accountability and responsible decision-making across all operations.

CONTINUAL IMPROVEMENT

The Company is fully committed to maintaining exceptional standards of quality management and control, as we understand the critical role these standards play in ensuring the long-term success and sustainability of our business. We are dedicated to continual improvement and are constantly seeking ways to enhance our processes, services, and products. Our management systems serve as a solid framework for achieving a high level of documentation, support, and guidance, thereby promoting consistent and effective operations throughout the organisation. Furthermore, we commit to implementing a comprehensive management system that aligns with the requirements of BS EN ISO 9001 and all relevant regulatory and legislative standards. Recognising that ISO 9001 is undergoing revision, we are proactively preparing for the transition to the updated requirements to ensure that our Quality Management System remains robust, resilient and aligned to evolving best practice. We will review and update our system once the revised standard is formally released to sustain high performance, accountability and continuous improvement across our operations.

BOARD APPROVAL

This statement has been approved by the Chairman and Chief Executive Officer.

Gary Fielding
Chairman

Date: February 2026

Ian Whitlock
CEO

Date: February 2026