



## Quality Policy

FairHeat is dedicated to the Quality Policy that will ensure that its provision of specialist heat network and building efficiency consultancy services and related operations fully meet the requirements of its customers at all times.

The goal of the company is to achieve a high level of customer satisfaction at all times. Commitment to understanding the context of the business, implementation of supporting managerial and business operational systems is essential to realising that goal. Consideration of interested parties and risk management are essential factors for the ongoing development of the company.

FairHeat believes in the concept of customer and supplier working together in pursuing this policy and in continually striving for improvements in its management of specialist heat network and building efficiency consultancy, quality and safety. Ensuring that legal obligations and commitment to satisfy other applicable requirements are fully maintained.

The quality policy is based on 3 fundamental principles:

1. Ensuring that we fully identify and conform to the needs of our customers and other stakeholders.
2. Looking at our service provision processes, identifying the potential for errors and taking the necessary action to eliminate them.
3. Everyone understanding how to do their job and doing it right first time.

To ensure that the policy is successfully implemented, staff will be responsible for identifying customer and other stakeholder requirements and ensuring that the correct procedures are followed to meet those requirements.

Objectives needed to ensure that the requirements of this policy are met and that continual improvement is maintained in line with the spirit of the policy, will be set, determined and monitored at Management Review.

The quality policy principles and objectives will be communicated and available to staff at all times. Training will be an integral part of the strategy to achieve the objectives.

Within this Policy we are committed to operating our Company under the disciplines and control of a Quality Management System conforming to the International Standard ISO 9001:2015, planned and developed jointly with our other management functions.

We are all committed to operating to this standard for continual improvement and we will maintain the necessary Quality Approvals consistent with our customer and other stakeholder requirements.

Managing Director: Gareth Jones

Date: 1<sup>st</sup> May 2021