

Concept Energy Solutions Limited

Quality Policy Document - 2021

Strategic Direction

Concept Energy Solutions Ltd is committed to providing high quality energy, carbon and water management services and products to its customers, delivered on time and within budget.

Objectives

The Company operates a Quality Management System (QMS) which provides the framework for setting and achieving its quality objectives based on the quality management principles of:

**Customer focus - Engagement of people - Relationship management
Leadership
Process approach – Improvement - Evidence-based decision making**

Concept is committed to:

1. Maintaining and continually improving the effectiveness of our QMS
2. Ensuring the QMS satisfies all applicable requirements, including:
 - i. statutory and regulatory requirements
 - ii. our own requirements, as a growing, professional business
 - iii. the requirements of the International Standard BS EN ISO 9001:2015.
3. Ensuring customer needs and expectations are determined and fulfilled, to achieve and improve customer satisfaction.

Our Plan

We will:

- Identify and assess the internal and external risks and opportunities which can affect the quality of our products and services, and may affect our ability to satisfy our customers' requirements
- Set objectives and targets, communicate these, and monitor our performance against them
- Review annually our objectives and targets, to ensure they remain appropriate and achievable
- Take actions to enhance desirable effects, prevent or reduce undesired effects, and achieve continual improvement of our products and services
- Review actions taken and evaluate their effectiveness

Signed:



Date: February 2021

Name: Peter Stockwell

Job Role: Managing Director

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