

# QUALITY POLICY

Energy Conservation Solutions Limited (ECSL) (the 'Organisation') aims to provide defect free products and services to its customers on time and within budget.

The Organisation operates a Quality Management System that has gained BS EN ISO 9001:2015 certification, including aspects specific to the provision of energy management services incorporating consultancy and the supply and installation of energy efficient products.

## The management is committed to:

1. Develop and improve the Quality Management System
2. Continually improve the effectiveness of the Quality Management System
3. The enhancement of customer satisfaction

## The management has a continuing commitment to:

1. Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
2. Communicate throughout the Organisation the importance of meeting customer needs and all relevant statutory and regulatory requirements
3. Establish the Quality Policy and to set Quality Objectives at relevant functions, levels and processes
4. Ensure that the Management Reviews set and review the Quality Objectives, and report on the internal audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System
5. Ensure the availability of appropriately trained, skilled and motivated people

The structure of the Quality Management System is defined in the Quality Manual.

All personnel understand the requirements of this Quality Policy and abide with the contents of the Quality Manual. The Organisation complies with all relevant statutory and regulatory requirements. The Organisation constantly monitors its quality performance and implements improvements when appropriate.

This Quality Policy is regularly reviewed in order to ensure its continuing suitability.

Copies of the Quality Policy are made available to all members of staff and to relevant interested parties. Copies of the minutes of Management Reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the Quality Management System.

## **Energys Group Limited**

Franklyn House, Daux Road, Billingshurst, West Sussex RH14 9SJ

**Phone:** 01403 786212 **Fax:** 01403 787 439 **Email:** info@energysgroup.com **Website:** www.energysgroup.com

Registered in England 05691393

Registered address: New Kings Court, Tollgate, Chandler's Ford, Eastleigh, Hampshire SO53 3LG

A company in the Energys Group



Signed: \_\_\_\_\_

Date: 1<sup>st</sup> November 2023

**Kevin Cox**  
**Managing Director**  
**On behalf of Energys Group**

**Energys Group Limited**

Franklyn House, Daux Road, Billingshurst, West Sussex RH14 9SJ

**Phone:** 01403 786212 **Fax:** 01403 787 439 **Email:** [info@energysgroup.com](mailto:info@energysgroup.com) **Website:** [www.energysgroup.com](http://www.energysgroup.com)

Registered in England 05691393

Registered address: New Kings Court, Tollgate, Chandler's Ford, Eastleigh, Hampshire SO53 3LG

A company in the Energys Group