



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 recognises the importance of quality and sets the bar very high, we demand quality and excellence throughout the business and every member of staff beginning with senior management is involved in managing how we can improve today, tomorrow and long into the future.

Demonstrable by our high calibre teams and their understanding of the relationships of how key processes interact to deliver client objectives and expectations. At Vital Energi we provide a framework of very high standard documentation, support and advice to ensure the organisation as a whole and all aspects of our operations, works in a consistent manner. The Integrated Management System contains all the necessary procedures and associated documentation to ensure complete integrity of procurement, design, planning, installation, commissioning and maintenance.

WE WILL:

- Have a real understanding of our customers and their business requirements, demonstrated through successful planning and delivery of projects - providing high quality products, installation, handover and after-care services.
- Provide high levels of customer care and enhanced customer satisfaction undertaking documented reviews to establish possible areas of improvement.
- Collaboratively enhance our working relationships both inside and external to the organisation.
- Continually improve our commercial and technical performance.
- 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.
- Establishing goals that through regular Senior Leadership review meetings support strategic direction and monitor performance, equipment and the infrastructure needed to deliver services effectively.
- Procure work not solely on price but through innovation and added value.
- Establish, implement and maintain risk registers to help continually improve our management systems and their effectiveness based on in depth auditing of risks across the business to determining opportunities through innovation and best practice.

WE AIM TO:

- Consistently achieve best practice.
- Establish and rapidly respond to customer requirements through flexibility.
- Continuously improve our systems and services.
- Deliver within agreed time-scales.
- Deal with any complaints efficiently and within an acceptable time period.

This policy will be regularly reviewed for the purpose of continual improvement of the Integrated Management Systems in relation to satisfaction of the needs and expectations of customers and other interested parties. This policy shall be communicated to all employees and shall be available upon request to our supply chain, relevant interested parties and to the general public.



Gary Fielding
Joint Managing Director
Date: March 2018



Ian Whitelock
Joint Managing Director
Date: March 2018

The original signed copy of this document is retained by the SHEQ Department
Date Reviewed: 5th March 2018.

KEY QUOTE

"Berkeley Homes has been working with Vital Energi at the Royal Arsenal Riverside for the past five years. During this time they have become an integral part of the delivery team providing a comprehensive service for the design, supply, installation and maintenance of the Energy Centre and district heating network serving the site."

DAVID BANNON
TECHNICAL DIRECTOR
BERKELEY HOMES