



# **Quality Policy Statement**

**Policy Statement Owner:**

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# 1. Aim

1.1 At Watkins Energy we put clients and customers at the heart of everything we do. To achieve our ambition of being recognised and trusted to deliver best in class products and services, Quality is integral to our purpose and values.

1.2 At its core, Quality to us is about trust in our products and services and in our brand, as such it is our policy to;

- Create an environment where we consistently deliver on our promises and our commitment to get things right first time,
- Never compromise on the safety, compliance and quality of our products and services, and
- Continually strive to improve the products and services we provide.

## **2. Scope**

2.1 This policy applies to all our operations, including the products and services we procure and the services we provide to the customers who own or occupy homes or properties connected to any of the heat networks that we manage and provide heat related services to, including meter supply, install and commissioning, metering and billing services, planned, preventative and reactive maintenance and our fully managed services.

# 3. Policy Statement

## 3.1 We will:

- Establish and maintain a Quality Management System which satisfies the requirements of ISO 9001:2015.
- Foster a quality mind-set with the objective of consistently providing products and services which meet and exceed client and customer expectations in all respects, making us a trusted and preferred partner and supplier.
- Continuously challenge ourselves and actively promote a culture of continuous improvement throughout the Company.
- Comply with all applicable statutory and regulatory requirements.
- Ensure all Company personnel are fully trained and competent to carry out their assigned tasks.
- Control and continually monitor all projects undertaken.

- Review our Quality Management System at planned intervals to make sure it is effective and achieving the stated policy objectives.
- Achieve certification to ISO9001:2015 within 12 months of this policy.

## 4. Quality Management System

4.1 We are committed to continuous improvement and getting things right first time. To achieve our quality objectives we have an established Quality Management System which provides a framework for measuring and improving our performance.

4.2 To support us in our aim of total client and customer satisfaction and continuous improvement, we have the following systems and procedures in place:

- Regular gathering and monitoring of client and customer feedback.
- A best practice customer complaints procedure which is fully compliant with the Heat Trust Scheme Rules.
- Selection and performance monitoring of suppliers against set criteria.
- Robust training and development for our employees on our policies, procedures and expected service standards.
- Detailed project management procedures and template documents to enable all project works

to be delivered on time, within budget and to the highest possible standards.

- Regular audits of our internal processes.
- Measurable quality objectives which reflect our business aims.
- Management reviews of audit results, customer feedback and complaints.

Our internal procedures are reviewed regularly and are held in documented Standard Operating Procedures which are made available to all employees to ensure consistency in the quality of all our operations.



## **5. Communicating Our Policy Objectives**

- 5.1 We will bring this policy to the attention of our employees, supply chain partners and relevant interested parties.
- 5.2 This policy is posted on the Company Notice Board and can also be found on our website and in our staff handbook.

## **6. Employee Responsibilities**

6.1 Although the Directors have ultimate responsibility for quality, to achieve our objectives requires everybody to be engaged, to understand their responsibility and to be empowered to take action.

6.2 All employees have a responsibility within their own areas of work to comply with this policy, to attend any training provided, and to help ensure that quality is embedded throughout the entire Company.

## **7. Monitoring, Review and Evaluation**

- 7.1 This Quality Policy is evaluated as part of the overall review of our Quality Management System to make sure its stated objectives are met.
- 7.2 As a minimum, this policy will be reviewed once a year.