
Quality Management System

Policy, Context and Scope

Quality Management Policy

Climate Energy Group are one of the UK's leading providers of energy-saving systems. We specialise in helping organisations to reduce their carbon footprint and save money, by installing unique, tailored solutions in their workspaces and other premises.

Understanding the needs of our interested parties enables us to assess risks relevant to the delivery of our products and service and where applicable to set appropriate measurements to ensure we continually assess and improve all aspects of our service and operations at all times.

Continual improvement of all our processes and protection of the environment through prevention of pollution and implementation of the waste hierarchy in reducing, re-using and recycling all waste materials and the safety and well-being of all our interested parties is a primary objective of our organisation. To support our stated aims we have established a quality management system compliant with requirements of ISO 9001:2015.

Our system seeks to:

- Ensure compliance with legal and other requirements relevant to our activities.
- Identify objectives and implement projects to enable improved service, environmental and health and safety performance.
- Provide a framework for the provision of the effective training and consultation with our staff and the setting of objectives to help improve our business

We take this commitment to our stakeholders seriously and we are dedicated to maintaining and improving upon the highest levels of customer service and social responsibility.

Our policy is actively communicated to our staff and additionally it is made available to other interested parties on request and through publishing on our website.

Signed



Date

2/3/21

Position

MD

Review Date

2/3/22

The internal and external issues relevant to our purpose are as follows:

Issues within:

- Knowledge of client needs, maintaining our core values of passion, partnership and performance, staff retention, key client management, supply chain management; analysis of market share, acquisition of new business.
- Regulatory understanding and compliance.
- Operational integrity, including service delivery processes.
- Employee competence, including trustworthiness, role-related skills.
- Effectiveness of supporting in-house and field-based activities.

External issues:

- Changes in legislation and regulation.
- Changes in market conditions; changes in technology.
- Loss of suppliers and loss of clients.

Where applicable we have set key performance indicators and objectives to monitor areas for the achievement of company targets. These are seen in:

- Financial performance
- Financial performance per sector/project type
- SLA Compliance
- Business retention
- Staff retention
- New business acquisition-in line with financial performance indicators
- Upgrade and enhance internal support systems
- New technology assessment and imposition
- New product development
- Health and Safety performance-0 RIDDOR; monitoring of incidents/accidents and near miss/sickness absence and training requirements