

# Quality Policy Statement

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Version	Issue Date	Details of amendment(s) to policy	Written by	Checked by	Approved by
A5	21/01/2021	Annual review	JB	GC	MG
A6	31/01/2022	Annual review	SAS	GC	MG
A7	01/08/2022	No changes – update for new MD	SAS	GC	A-LC
A8	18/01/2023	Review and update to reflect sustainable business	SAS	GC	A-LC

This document is reviewed annually to ensure relevance, accuracy and compliance.

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## Quality Policy Statement

**Storengy UK (SUK) is fully committed to delivering high quality, market leading products and services to our customers, meeting their expectations whilst complying with relevant legislation. It is the policy of the business that all our activities are carried out in accordance with the requirements laid out in our Integrated Management System (IMS).**

SUK' s IMS provides a framework for our sustainable strategic direction, providing everyone within our business access to the right, processes, procedures, and training. Supporting the delivery of our targets and objectives, to provide quality services and products, *first-time, on-time, every-time*.

Senior Management supports the Plan-Do-Check-Act (PDCA) philosophy of Quality Management for the implementation and review of our processes, to ensure they continue to meet the needs of our business, customers, and our stakeholders; this includes all regulatory and statutory requirements.

**Our aim is to maintain customer focus, and to achieve this we will strive to ensure:**

That our employees are an integral part of our success and SUK will therefore ensure employees are trained, equipped, and empowered to maintain and exceed our expectations in delivering a quality service in accordance with our policies and objectives.

SUK senior management work to engender a positive culture where the principles of quality management are embedded in the day-to-day operation of the organisation.

We are passionate about our responsible business aims, and how we maximise the social and economic benefits wherever we operate. We work closely with our local communities. We expect the same of our supply chain, and only use SUK and ENGIE selected, approved, preferred, or certified suppliers.

Through a process of Senior Leadership, and managerial audit and reviews, , we ensure that our IMS is effective and continues to meet the needs of the business, customers, and our stakeholders.

Non-conformances are actioned, and investigated in a timely manner, and fully documented to determine the root cause and ensure that we learn from setting valid corrective actions. This collaborative approach to nonconformance, sharing of best practices and innovation supports SUK in promoting a continuous improvement culture within the business.

This policy is reviewed annually to ensure it remains valid, to meet our business needs and aligns with our sustainable business growth strategy and objectives.

We ensure this policy is cascaded to all employees throughout the business and is available upon request for interested parties.

Signed:

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**Anne-Laure Chassanite, Managing Director**

Date: 1/19/2023