



Quality Policy Statement

This quality policy is appropriate to the purpose, size and context of the organization and to the specific nature of its commitment to its clients and are committed to establishing, implementing and maintaining a quality policy that;

- Is appropriate to the purpose and context of the organization and supports its strategic direction.
- Provides a framework for setting quality objectives.
- Includes a commitment to satisfy applicable requirements.
- Includes a commitment to continual improvement of the quality management system.

At Natural Power, our vision is to create a world powered by renewable energy. Part of our mission is to support our clients by delivering unrivalled renewable energy expertise and services, so quality is important to our business. We strive to provide our clients with products and services that meet and even exceed their expectations, we are also committed to continuous improvement. We have established a quality management system (QMS) that provides a framework for measuring and improving our performance.

We achieve this by ensuring;

- the QMS meets ISO 9001 standards and is set within a wider integrated management system (IMS) complying with local laws and the standards of our markets;
- gathering and monitoring of customer feedback (and/or complaints);
- monitoring performance and selection of suppliers is undertaken;
- training and developing our employees;
- auditing our internal process;
- setting measurable quality objectives that reflect our business aims.

To further support this we monitor and review our performance to make sure we are delivering the expected results and that we are;

- identifying, and addressing, any areas where we can improve;
- working in partnership with our clients to understand their goals and better meet their needs;
- champion quality as a core value within our company culture;
- support and encourage each other to engage with, and take ownership of, quality through education, coaching and sharing of best practice;
- adopt a “right first time” mentality, taking responsibility for our actions and outcomes;
- lead by example through a strong management commitment to quality and we have clear communication, goals, and support to achieve our objectives; and
- undertake management reviews of performance.

This policy will be reviewed every two years (or more frequently if there have been significant changes in the type and nature of our activities) and revised as required to ensure it remains current and appropriate for the business

Robert P Brown
Managing Director
02/09/2022