



Opergy Limited.

QUALITY MANAGEMENT POLICY

Last Updated/Reviewed: 1st October 2020

Opergy Ltd. was established in 2019 to provide management and innovation consultancy services to the energy and technology industries.

Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- regular gathering and monitoring of customer feedback
- a customer complaints procedure
- selection and performance monitoring of suppliers against set criteria
- training and development for our employees
- regular audit 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 a Quality Manual which is made available to all employees.

This policy is posted on the Company Notice Board and can also be found in the staff handbook.

Although the Managing Director has ultimate responsibility for Quality, all employees have a responsibility within their own areas of work to help ensure that Quality is embedded within the whole of the company.

This policy will be reviewed annually or when there is a change in circumstances, in work practices or the introduction of new legislation.

Name: Johnathan Reynolds

Position: Managing Director

Date: 1st October 2020

Signature: