

# Quality Policy

ENGIE is a key provider of flexible, renewable electricity generation and clean, affordable energy supply to businesses of all sizes in the UK- enabling our customers and stakeholders to embrace a greener and more efficient world.

We have established this quality policy to be consistent with the purpose and context of our organisation. It provides a framework for the setting and review of objectives in addition to our commitment to satisfy applicable customers' regulatory and legislative requirements, as well as our commitment to continually improve our management system.

**Customer focus:** As an organisation, we have made a commitment to understand our current and future customers' needs, meet their requirements and strive to exceed their expectations.

**Leadership:** Our Top Management have committed to creating and maintaining a working environment in which people become fully involved in achieving our objectives.

**Employee Engagement:** As an organisation, we recognise our people are an integral part of our success and will therefore ensure they are comprehensively trained, equipped and empowered to maintain and exceed our customers' expectations in delivering excellent service.

**Process approach:** As an organisation, we understand that a desired result is achieved more efficiently when activities and related resources are managed as a process or series of interconnected processes.

**Improvement:** We have committed to continual improvement of our Integrated Management System (IMS) and Customer Satisfaction, demonstrated through objectives which are reviewed at least annually by senior management.

**Evidence-based decision making:** As an organisation, we have committed to only make decisions relating to our IMS following an analysis of relevant data and information.

**Relationship management:** We recognise that an organisation and the relationship it has with its external providers are interdependent and a mutually beneficial relationship enhances the ability of both to create value.

**Responsibilities:** Our policy is also to meet the requirements of other interested parties and to address our social, environmental, charitable, regulatory and legislative responsibilities.

We have produced quality objectives which relate to this policy and they can be found in document IMS - R04 IMS Objectives.

This policy is available to all interested parties, as well as being made available to the wider community through publication on our Website and Intranet.

This Policy will be reviewed annually and updated as necessary to ensure that it continues to align with business strategy and objectives.

Authorised by:

Graham Leith

Position:

Date Approved: 06-02-2023

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CEO