

# Quality Policy

Solarsense specialise in the design, supply, installation and maintenance of solar panels and other renewable energy technologies.

Specifically, we provide new build and retrofit solutions to renewable energy needs, in the form of solar PV, battery energy storage systems, EV chargers, heat pumps, solar thermal hot water, and numerous associated systems and technologies.

Our customers are typically medium-large enterprises, but we will additionally also provide services to domestic and small commercial customers.

We also provide servicing and maintenance solutions to these and other customers' existing renewable systems.

Our multi award-winning service has been delivered across all commercial sectors and we are responsible for powering some of the UK's leading organisations.

Additionally, and not alternatively, we will maintain accreditation and authorisation to certify our in-scope installation work to the microgeneration certification scheme, a quality management standard specific to our industry, for the relevant technologies.

The company recognises the contribution staff play in the success of the business. It also recognises the importance of setting and communicating business goals and quality objectives, one of which is to provide excellent customer service via policies and procedures throughout the business. Staff are supported through training and regular review of the effectiveness of activities to achieve its aim for continual improvement.

We are therefore committed to:

1. Develop, maintain and continually improve a Quality Management System which meets the requirements of IS09001:2015.
2. A system based on continuous improvement and prevention of, rather than correction of problems.
3. Our aims which are to supply products and service which not only meets but exceeds the requirements of its clients and will be monitored by reporting to the board.
4. Establish strong relationships with clients, associates, and suppliers, which will contribute to the continued success and growth of the business.
5. Communicate the Quality Policy and objectives to all staff as new starters join, and annually.
6. Comply with statutory regulatory and all other applicable requirements including those of ISO 9001:2015 within the scope of our Quality Management System.

The Quality Policy reflects our commitment to achieving its objectives and the policy will be reviewed at Management Review meetings annually to ascertain its continuing suitability.

Signed



Managing Director

30/05/2024