

QUALITY MANAGEMENT POLICY

1. Purpose

Intra Energy Limited is committed to providing reliable, professional and high-quality energy and renewable energy services that meet customer requirements, applicable legislation, industry standards and relevant scheme requirements.

2. Our Commitment to Quality

Intra Energy Limited is committed to:

- Understanding and meeting customer requirements and expectations.
- Delivering work to agreed specifications, applicable standards and manufacturer requirements.
- Complying with relevant legal, regulatory, certification and scheme requirements.
- Using competent and appropriately qualified personnel for the work undertaken.
- Selecting suitable products, materials and competent suppliers.
- Maintaining appropriate records and evidence to demonstrate the quality and compliance of our work.
- Identifying and addressing defects, errors, complaints and non-conformities promptly.
- Learning from customer feedback, inspections, incidents and project performance.
- Continually improving our processes, services and Quality Management System.
- Setting and reviewing measurable quality objectives appropriate to the business.

3. Customer Focus

Customer satisfaction is central to our approach.

We aim to provide clear information, professional surveys, transparent quotations, quality installations and appropriate aftercare.

We encourage customer feedback and use complaints, feedback and other relevant information to identify opportunities for improvement.

4. Competence and Responsibility

Management is responsible for ensuring that appropriate resources, processes and responsibilities are established to achieve our quality objectives.

Employees and subcontractors are expected to understand their responsibilities and follow the company's procedures and relevant technical requirements.

Training and competence will be reviewed where necessary to ensure personnel remain suitable for the work they undertake.

5. Quality Control and Improvement

Quality is considered throughout the customer and installation journey, from initial enquiry and eligibility assessment through to survey, quotation, installation, certification and aftercare.

Where a quality issue or non-conformity is identified, appropriate corrective action will be taken. Where necessary, the root cause will be investigated to prevent recurrence.

Management will periodically review quality performance and identify opportunities to improve the effectiveness of our processes.

6. Communication and Review

This policy will be communicated to employees and relevant persons working on behalf of Intra Energy Limited.

The policy will be reviewed periodically to ensure that it remains suitable for the company's activities, objectives and strategic direction.

The latest approved version will be made available to relevant interested parties where appropriate.

7. Management Commitment

Intra Energy Limited's management is committed to maintaining and continually improving the effectiveness of our Quality Management System.

We recognise that quality is the responsibility of everyone within the organisation and that consistent quality is essential to maintaining customer trust, meeting scheme requirements and supporting the long-term success of the company.