



Quality Policy

Redfern Energy Ltd's focus is to understand a client's requirements and to offer engineered solutions that are innovative and efficiently delivered.

Customer satisfaction, Communication, Quality and Safety are the cornerstones of Redfern Energy Ltd.

Redfern Energy Ltd recognise that the management of quality, the environment and health & safety are imperative in achieving our aspirations and have developed our management system to comply with ISO 9001:2015. We have adopted the process approach and aim to continually evaluate and improve how we operate through a programme of internal audits and management reviews.

Our key values are as follows:

- We will endeavour to carry out our work to the highest possible standard, deliver on time and surpass customer expectations.
- We will always use trained and competent staff and will provide training and development opportunities to our employees.
- We will use the best possible products, tools, infrastructure and software to deliver our service.
- At all times, we will fully comply with relevant legislation.
- We will aim to continually add value to processes across all aspects of the business to create a competitive advantage.
- Where possible, we will promote best practice outside the immediate organisation.

As part of an ongoing process to achieve these aspirations, Redfern Energy Ltd sets objectives and targets that are established and reviewed at regular intervals.

Redfern Energy Ltd recognise that quality is the prime responsibility of the senior management, who will ensure that there are adequate resources available (both human and financial) to implement this policy.

It is also recognised that this policy can only be successfully implemented with the involvement of all staff. Management will therefore actively promote and encourage the cooperation, involvement and participation of all staff and contractors.

This Quality Policy is a live document and will be reviewed on an annual basis at Management Review meetings.

Signed:

A handwritten signature in black ink, appearing to read "Ben Fearn".

Ben Fearn, Managing Director

03/01/2024

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