

Quality Policy Statement

It is the policy of the Scarf Group that all of our activities - helping to reduce fuel poverty, helping to reduce carbon emissions and creating sustainable employment - are carried out ethically and in accordance with our quality management system which is set to both meet and exceed ISO 9001:2015 international standard.

The Scarf quality management system sets out the organisation and arrangement of the group's management systems.

The quality management system contains all the procedures and associated documents to manage and control our organisation and is available to all management, clients and contracted service providers on request.

The aim of our quality management system is to ensure that:

- Our customer's requirements have been fully understood and met
- We deliver a quality service to serve the local and wider communities and maintain excellent customer relations
- All work is carried out ethically, consistently to a defined standard
- We have the skills and resources to fulfil our customer requirements
- We endeavour to continuously improve our systems and procedures through such activities as dashboard reviews and customer feedback
- We will endeavour to use services that meet our own quality assurance standards and all legal and regulatory requirements
- A professional approach to customer interface is maintained at all times
- Any complaints are dealt with efficiently and within an acceptable time period
- Customer satisfaction remains intrinsic to our business
- We recognise the significance that the quality of our service has to our business' future.

Quality management is a fundamental factor of excellence. Every member of our organisation is involved in managing how we can continue to improve today, tomorrow and into the future.

Quality is our key to customer satisfaction and to our future business.

This quality policy statement has been implemented into the Scarf quality management system and will be subject to ongoing review in line with our business objectives. It is communicated to and understood by all employees and is available for review by all stakeholders.

Susan Mackie, Chairperson of the Board

Date 26/07/2023

Signed:

