



QUALITY POLICY

vital energi information for a sustainable future



Policy statement: As a leading innovator in the field of efficient energy solutions, our Company is committed to delivering high-quality services, encompassing the design, construction, operation, and maintenance of cutting-edge low-carbon technologies. We are dedicated to compliance with all relevant regulatory and legislative requirements and maintain an externally accredited Quality Management System adhering to the BS EN ISO 9001:2015 standard.

BACKGROUND

Vital Holdings Ltd and its subsidiaries (the Company) deliver innovative sustainable energy solutions for energy generation, distribution and energy consumption reduction that cut energy bills, consider the environment, and provide security of supply. We focus on three main areas: creating sustainable and viable means of generating and distributing energy; the management, measurement, and reduction of consumption; and the long-term operation and maintenance of low or zero-carbon energy infrastructure.

POLICY PURPOSE

The purpose of this policy is to show the Company's commitment to quality and describe our quality management principles to our employees, customers, and stakeholders.

ROLES AND RESPONSIBILITIES

This policy applies to all Vital employees and those working on our behalf; everyone is responsible for ensuring the policy is adhered to. It is one of a suite of policies intended to communicate our values and standards to all stakeholders, fostering confidence that Vital is a responsible company to work for, buy from, invest in and partner with. This policy is owned by the Director of Safety, Health, Environment and Quality (SHEQ), with ultimate oversight resting with the Vital Group Board, including the approval of any changes to the policy.

PRINCIPLES OF CONDUCT

To ensure quality permeates every facet of our operations, we have established a set of guiding principles that serve as the foundation of our conduct.

These principles are universal, **apply to all our endeavours**, and are fully ingrained within our internal decision-making processes:

- 1 Deliver exceptional service that consistently exceeds customer expectations, nurturing trust and fostering long-term relationships.
- 2 Foster customer satisfaction and loyalty through continuous feedback and the enhancement of our products and services.
- 3 Continuously enhance both commercial and technical capabilities.
- 4 Procure work not solely on price but through innovation and the delivery of added value.
- 5 Invest in staff development and ensure clarity in roles and responsibilities.
- 6 Improve productivity through operational excellence and lean practices.
- 7 Base decisions on reliable data, lessons learned, and risk assessments.
- 8 Cultivate a learning culture that promotes effective and efficient working methods.
- 9 Enhance processes and quality management by setting measurable objectives and seeking innovative approaches.
- 10 Minimise business risks, consistently meet regulatory requirements and strive for flawless execution.
- 11 Empower employees to excel in their roles and deliver exceptional results.
- 12 Effectively manage nonconformities by understanding root causes and implementing corrective actions.
- 13 Measure performance, foster continuous improvement, and streamline processes.
- 14 Achieve project objectives within predefined quality, time, and cost parameters by employing reliable and replicable methods.

CONTINUAL IMPROVEMENT

The Company is fully committed to maintaining exceptional standards of quality management and control, as we understand the critical role these standards play in ensuring the long-term success and sustainability of our business. We are dedicated to continual improvement and are constantly seeking ways to enhance our processes, services, and products. Our management systems serve as a solid framework for achieving a high level of documentation, support, and guidance, thereby promoting consistent and effective operations throughout the organisation. Furthermore, we commit to implementing a comprehensive management system that aligns with the requirements of BS EN ISO 9001, relevant industry standards, and all relevant regulatory and legislative standards pertinent to our business activities. As part of our commitment, we will communicate this policy to all employees and organisations working on our behalf and ensure the latest version is available on our website for interested parties to view it openly as appropriate. This policy will be reviewed at least annually.

BOARD APPROVAL

This statement has been approved by the Chairman and Chief Executive Officer.

Gary Fielding
Chairman
Date: April 2024

Ian Whitelock
CEO
Date: April 2024