

## Quality Policy Statement

Help-Link UK Ltd is a national installation organisation; delivering energy efficiency solutions to domestic properties such as energy efficient gas central heating and oil central heating installations Air Source Heat Pumps. Help-Link also install and maintain a number of commercial contracts, including work for local schools.

It is the policy of Help-Link to supply products and services of the highest standards in accordance with sound practice, having regard to the customer's expectations and quality control requirements.

In the company's view, this is sound commercial practice and recognises the increasing legislation covering fitness for purpose and the performance of products.

All employees within the company are involved in the quality of product/ services supplied. Whilst it is Management's role to set the objectives of the company, participation of all staff is vital to the company's reputation and to the satisfaction of our customers.

The overall responsibility for the implementation and maintenance of the quality system has been delegated to the Quality Representative.

It is the policy of Help-Link to maintain a quality system designed to meet the requirements of ISO9001 in pursuit of its primary objectives. The quality system is also designed to meet the requirements of key schemes i.e. Micro Generation Certification Scheme (MCS) as well as other quality management systems.

The Help-Link Quality Manual defines our quality objectives and key procedures.

Customer service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on customer service.

The system is regularly reviewed both in house and by independent audits to ensure its continuing suitability and effectiveness. The results of such reviews are submitted to Management in order to implement any changes or identify the requirement for further training.

The Management of the company is committed to creating an environment of working where everyone in the company is committed to the achievement of EXCELLENCE IN QUALITY.

Signed



Richard Harrison  
CEO, Help Link Group

**Dated:** 23rd February 2017