

Quality policy statement

Switch2 Energy Limited (Switch2) is one of the UK's most experienced and capable providers of prepayment, metering and other related products and services to community and district heating network operators. We make a success of schemes owned by local authorities, housing associations and private landlords. We help to optimise energy efficiency, keep costs fair and protect the most vulnerable residents from fuel poverty.

The development of Heat Networks (District or Community Heating) in the UK is increasingly recognised as an important component in the UK's future energy strategy (DECC, 2013). Switch2 supply, install, operate and maintain heat networks offering our clients and customers a low cost, reliable, long life and low carbon intensity energy supply.

The Directors, Management and Staff of Switch2 are fully committed to operate in ways that meet customer needs, exceed customer expectations, comply with relevant statutory and regulatory requirements and deliver high levels of stakeholder satisfaction.

In support of our core values and strategic direction and to demonstrate our commitment to quality, we operate a Management System in accordance with the requirements of BS EN ISO 9001:2015. We continually review our business risks and opportunities and set objectives against which our performance can be measured, identifying opportunities for improvement.

This policy will be reviewed annually as part of the management review process, to ensure its continued relevance and adequacy.

It is part of the company's training programme to ensure that this policy statement is briefed, understood and implemented at all levels within the company.

This policy will be available to interested parties via the Switch2 website.

Authorised by Kirsty Lambert, Responsible Director

Reviewed December 2016

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Environmental policy statement

Switch2 Energy Limited (Switch2) is one of the UK's most experienced and capable providers of prepayment, metering and other related services to community and district heating schemes. We make a success of schemes owned by local authorities, housing associations and private landlords. We help to optimise energy efficiency, keep costs fair, and protect the most vulnerable residents from fuel poverty.

The development of Heat Networks (District or Communal Heating) in the UK is increasingly recognised as an important component in the UK's future energy strategy (DECC, 2013). Heat Networks can address the 'energy trilemma' by meeting the following Aims:

- To reduce greenhouse gas emissions through the use of low carbon and renewable heat sources
- To improve security of energy supply by diversifying the energy sources for heating and reducing our dependence on fossil fuel imports
- To offer a more cost-effective source of low carbon heat.

Switch2 supply, install, operate and maintain heat networks offering our clients and customers a low cost, reliable, long life and low carbon intensity energy supply. In common with our stakeholders, Switch2 has a high priority commitment to operate in ways that protect the environment, conserve natural resources, prevent pollution and continually improve its environmental performance.

In support of our core values and strategic direction and to demonstrate our commitment to the environment, we operate a Management System in accordance with the requirements of BS EN ISO 14001:2015, the requirements of our clients and in accordance with our compliance obligations.

We will review the risks and opportunities to our business and set objectives against which our performance can be measured to identify opportunities for continual improvement of the Management System and enhancing levels of our environmental performance.

This policy will be reviewed annually as part of the management review process, to ensure its continued relevance and adequacy.

It is part of the company's training programme to ensure that this policy statement is briefed, understood and implemented at all levels within the company.

This policy will be available to interested parties via the Switch2 website.

Authorised by Kirsty Lambert, Responsible Director

Reviewed December 2016

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Health and safety policy statement

The Health and Safety at Work Etc. Act 1974 requires Switch2 Energy Limited (Switch2) to ensure, so far as is reasonably practicable, the health and safety of our employees and anyone else who may be affected by our acts or omissions. Compliance with legislative requirements will be the minimum acceptable standard adopted to achieve this goal.

In order to carry out this policy, responsibilities for health and safety have been clearly defined, allocated and accepted at all levels. All employees must play their part in implementing this policy in accordance with the relevant company policies, procedures, legislation and other compliance obligations, if safety standards are to continually improve.

To achieve this we will:

- provide adequate control of health and safety risks arising from our activities in relation to employees, contractors, clients, the public and other third parties;
- provide sufficient resources to ensure that proper provisions for health and safety can be made;
- carry out risk assessments of our activities and implement effective measures to control the risks present;
- communicate with all employees about their health and safety and provide them with sufficient information, instruction and training through positive management and supervision in order to implement this policy;
- provide and maintain safe equipment, safe working practices, safe working environment and adopt industry best practice and implement safe systems of work;
- make a commitment to the prevention of injury and causes of work-related ill health;
- set and monitor health and safety objectives across the business, aimed at continual improvement in safety performance and management
- provide our employees with the appropriate tools and equipment to enable them to work safely;
- Operate a Management System in accordance with the requirements of OHSAS 18001:2007.

We will review the risks and opportunities to our business and set objectives against which our performance can be measured to identify opportunities for continual improvement of the Management System and enhancing levels of our health and safety performance.

This policy will be reviewed annually as part of the management review process, to ensure its continued relevance and adequacy.

It is part of the company's training programme to ensure that this policy statement is briefed, understood and implemented at all levels within the company.

This policy will be available to interested parties via the Switch2 website.

Authorised by Kirsty Lambert, Responsible Director

Reviewed December 2016

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