

Alternative Heat has responsibility and accountability for the quality management system certified to ISO 9001:2015 (part of the Alternative Heat integrated management system (AH-IMS)) and is committed to carrying out its business operations in a manner to achieve our high quality standards and exceed customer satisfaction. The company strives for high quality performance in collaboration with all interested parties.

We realise that customer satisfaction is top priority and, to this end, we are committed to:

- Ensuring that customer needs and expectations are fulfilled
- Ensuring everyone in our organisation works towards this end
- Employing competent and professional staff
- Providing training for management and staff where appropriate
- Maintaining quality resources
- Providing a quality infrastructure
- Constantly monitoring the service we provide
- Implementing improvements where appropriate

The responsibility for quality resides everywhere in the business. The Managing Director of Alternative Heat has overall responsibility for ensuring that the necessary resources are provided to implement and maintain the AH-IMS.

This publicly available policy is communicated to all employees and contractors, and everyone is responsible to support the policy by their practices.

This policy applies to all Alternative Heat offices and sites.

Signature



Connel McMullan
Managing Director
09/Mar/2026