

# QUALITY POLICY



<b>DATE ISSUED</b>	27/01/2026	<b>CONTROLLED</b>	QUALITY M.S.
<b>VERSION</b>	INNO04 V4	<b>ISSUED BY</b>	EMMA SHUTTLEWORTH
<b>NEXT REVIEW</b>	27/01/2027	<b>APPROVED BY</b>	MARK BRIDGENS / ADRIAN SAUNDERS

It is the policy of Innoovo Energy Limited an Innoovo Group Limited Company, hereafter referred to as Innoovo provide management, co-ordination and specialist industrial services throughout the UK and occasionally abroad aiming at the provision of a quality service using its in-house expertise.

Innoovo aims to provide our customers with quality goods and services on time and within budget and by so doing achieving customer satisfaction.

All employees are responsible for Quality Control through their involvement within the QMS, with suppliers and sub-contractors being encouraged to co-operate in this process.

Quality objectives rank alongside, Health and Safety, Environmental, Sustainability and Financial performance as a business priority.

Our Commitment will be demonstrated by achieving the following;

- Compliance with quality drivers as part of the QMS, which is operated in accordance with the ISO 9001:2015 standard;
- Active development of the quality system, with focus on clear objectives and targets which can be benchmarked to enable continuous improvement;
- Customer satisfaction by adapting the services tendered to meet the customers' needs;
- Reducing our impact by managing the hazards associated with our operations, eliminating these where possible in accordance with the hierarchy of control;
- Delivery of a professional, polite and cost-efficient service to our customers
- Assign clear and proportionate responsibility, authority, instruction and training to drive compliance with this policy;
- Ensure employees throughout the business have sufficient; direction, supervision, information, and resources to deliver the quality objectives to benefit themselves, contractors and anyone else who may be affected by our operations or activities;
- Develop our employees to grow their confidence, personality and confidence to enable them to work to drive quality improvement;
- Actively involve employees with regard to quality matters to encourage understanding and commitment to benefit all;
- Provide suitable and sufficient resources, encompassing people, equipment and finances to ensure implementation of the Business Policies.
- Display, audit and review this policy against the ISO 9001:2015 standard and the business quality objectives;
- The Innoovo QMS excludes Design as it is focused on service and product provision;
- Measurement of the effectiveness of our performance by regular; audit, review and reporting with actions undertaken to continually improve quality performance;
- Ensure all queries and complaints are recorded and investigated, with proactive client interaction with the complainant, transparent investigation targeting root cause analysis and the prevention of recurrence.
- Review this policy annually as part of the Management Review system to ensure it is current, relevant and effective in driving the businesses needs in relation to quality management

MARK BRIDGENS  
MANAGING DIRECTOR

27/01/2026

Mark Bridgens  
MANAGING DIRECTOR