



Quality policy

Infinis is committed to providing services which meet and exceed the needs and expectations of its stakeholders whilst ensuring all its statutory and regulatory requirements are met. Our aim is to achieve mutual success by optimising our resources, enabling us to grow a diversified energy portfolio, creating long term value and a sustainable future. To support and enforce this quality policy Infinis is committed to:

- proactively identifying the requirements and expectations of its stakeholders
- planning the operational and business support processes required to satisfy those needs
- monitoring the processes for their efficiency and effectiveness, and implementing improvements when opportunities are identified
- monitoring and evaluating stakeholder feedback using it as an opportunity to improve and addresses concerns in a prompt and professional fashion, resolving issues to maintain stakeholder confidence
- using objectives and targets, business process monitoring, internal audits, corrective and preventive actions and management review processes to drive continuous improvement in quality
- setting challenging and realistic business objectives which support efficiency and growth without compromising quality of service
- complying with and where appropriate improving on the requirements of BS ISO 9001 and all legislative controls

The ultimate accountability for quality lies with the Infinis Board which ensures that it is given equal priority with other major business objectives.

The Chief Executive Officer has ultimate day to day responsibility for the implementation of this policy and delegates line management responsibility requiring commitment from all employees, consultants and contractors. Specific arrangements and organisational responsibilities are detailed in the management system. Adherence to this policy and associated processes and procedures is a condition of employment for Infinis staff (including its subsidiaries) and a condition of engagement for consultants and contractors.

The Board reviews this policy at least annually and updates it as required, monitoring its implementation on an ongoing basis.

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Shane Pickering
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Shane Pickering

Chief Executive Officer
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