



# HEAT EXCHANGE GROUP

## Quality Policy Statement

**The Heat Exchange Group (Greens Power Limited & Heat Exchange Group Services Limited)** is at the forefront of steam generation and waste heat recovery technology. The company design, manufacture, installation, repair and servicing of boilers, economisers, heat exchangers, recovery steam generators, exhaust gas heat exchangers and air-heaters for land and marine applications.

The purpose of the Quality Management System is to ensure that Service Provision and all Products are manufactured and supplied in a form consistent with the Customers' specified requirements.

The Group aims to continually develop its business and provide market leading heat transfer, heat exchange products and services and spares, ultimately developing solutions for customers to provide energy saving solutions/increased thermal efficiency thus reducing the quantity of harmful emissions emitted.

In support of the Groups aims, the principal objectives are:

**To maintain a documented management system compliant with the requirements of ISO9001:2015 Quality Management System.**

**To improve customer satisfaction, demonstrated by:**

- Repeat business
- Customer feedback.

**To increase financial performance measured by:**

- Company profitability and cash generation.

**To enhance overall reputation by:**

- On-time delivery.
- Product and service compliance with contract requirements.
- Commitment to ethical code of practice in dealing with employees, customers, suppliers and other third parties.

The ultimate objective is complete customer satisfaction every time, achieved through a committed approach to the continual improvement of the Quality Management System.

We are committed to both maintaining and improving the management system processes through periodic reviews and by monitoring its effectiveness through the use of measurable objectives and internal audits.

The Heat Exchange Group is also committed to developing its employees in terms of product, service and systems knowledge.

In accordance with these aims the Heat Exchange Group has established management systems that conforms to the international quality management standard ISO 9001:2015.

**For and on behalf of the Directors of Heat Exchange Group**

**Matthew Crewe**  
**Group Managing Director**  
**Reviewed 1<sup>st</sup> January 2023**