

## Quality Policy

This quality policy has been developed by the management board of Premier Gas UK and describes the fundamental principles against which we operate our management system, and which will support our objectives, mission and values.

**"It is the policy of Premier Gas UK to incorporate quality at the forefront of everything we do."**

Premier Gas UK is dedicated to supplying high quality products and services, which meet the requirements of our Customers in a manner consistent with high Environmental and Ethical standards. This policy forms the basis for the quality system and is binding on all employees.

## Our Quality Strategy

Premier Gas UK has set out the following strategy which will allow us to achieve the objectives set out in our Quality Policy.

- We will establish and fully maintain a quality management system.
- We will apply the principles of this quality management standard to all our activities, thereby achieving a true company-wide quality system.
- We will develop, document and operate processes which will allow us to provide products and services of the highest quality.
- We will implement measurements across our business to establish the performance of our processes and to provide a basis for their improvement.
- We will ensure that all employees are involved in the drive for excellence in our business as we believe that the abilities, knowledge and experience of our staff are our most valuable resource.
- We will focus our efforts on ensuring that all our customers are completely satisfied with the products and services we provide to them.
- We will use self-assessment models as a basis for continuous improvement of performance in all areas of our business.