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1. Overview

SPARK Energy is committed to conducting its business in a manner that delivers products & services using a quality framework.

We provide services & products with solar, battery and electrical for both residential, commercial, and industrial premises.

2. Aims & Objectives

Quality is important to our business because we value our customers. We strive to provide our customers with services which meet and even exceed their expectations.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- regular gathering and monitoring of customer feedback
- a customer complaints procedure
- selection and performance monitoring of suppliers against set criteria
- training and development for our workers
- regular audit of our internal processes
- management reviews of audit results, customer feedback and complaints

3. Responsibilities

Our internal procedures are reviewed regularly and are held in a Quality Management System Manual which is made available to all workers.

This policy is available in your staff handbook & within the standards of business conduct booklet which all workers and contractors review on a yearly basis with refresher training.

Although the Managing Director has ultimate responsibility for Quality, all workers have a responsibility within their own areas of work to help ensure that Quality is embedded within the whole of our company.

4. Review

This Quality Policy shall be reviewed by SPARK ENERGY at a minimum each year of issue date, (or on significant change that could affect quality of service).

5. Change History

Version	Author	Reviewed		Approved		Details of amendments
		Name	Date	Name	Date	
1.0	Paul Albanese			Greg Pipicella	11/2022	Original Issue