



Quality Policy Statement 2019

KiWi Power was founded due to the need for a more sustainable method of balancing the supply and demand of energy. KiWi works in collaboration with Transmission System Operators (TSOs), such as National, to achieve this. KiWi has been a key player in the market since 2009 and provides Demand Side Response (DSR) and Energy Storage solutions in UK and Internationally. DSR and Energy Storage are methods of reducing electricity consumption at times of peak demand. These programmes help TSOs reduce the need to use outdated, expensive and polluting, fossil fuel “peaking” power stations.

KiWi’s Senior Management Team (SMT) understands the role it needs to play in the management and continuing development of this system and setting high-level objectives. KiWi is committed to meeting the requirements of all interested parties and stakeholders by operating a management system that complies with ISO9001:2015 and aims to achieve this objective by:

- Having in place documented procedures that specify processes and their objectives which are integral to the functionality of the business (Management Systems Manual KPM001)
- Assessing and managing the opportunities available and the risks associated with these opportunities (Business Risk Control Procedure KPD005, Management Review Procedure KPD006, Business Continuity Procedure KPD013, Business Continuity Plan KPD014 and Business Risk Register)
- Regularly reviewing the needs and requirements of interested parties (Management Review Procedure KPD006)
- Ensuring client needs and expectations are determined, fulfilled and communicated throughout the organisation (Sales Procedure KPD007, Operations Procedure KPD008, Delivery Procedure KPD009)
- Ensuring compliance with all applicable statutory and regulatory requirements and other requirements to which it may subscribe (Occupational Health and Safety Procedure KPD001, Document and Data Control KPD010 and Legal Review)
- Ensuring the availability of adequate resources, infrastructure and a suitable working environment (Occupational Health and Safety Procedure KPD001 and Management Review Procedure KPD006)
- Ensuring this policy and its objectives are communicated and understood by all staff (Competency Management Procedure KPD002 and Management Review Procedure KPD006)
- Encouraging staff (including management) participation in the continued improvement of the QMS (Competency Management Procedure KPD002 and Management Review Procedure KPD006)
- Ensuring staff are competent to carry out the tasks assigned to them and to provide training and development, where appropriate (Competency Management Procedure KPD002)

- Allowing access to the policy by interested parties
- Monitoring all external feedback and ensuring improvements to processes are made and lessons are learnt as a result of the feedback (Feedback Procedure KPD003 and Feedback Tracker)
- Regularly reviewing all policy statements in order to ensure continuing suitability (Management Review Procedure KPD006)
- Ensuring staff understand the operation of the QMS, contribute to its effective operation and understand the implications of not complying with requirements (Competency Management Procedure KPD002 and Management Review Procedure KPD006)
- Establishing Annual Company Improvement Objectives and ensuring these objectives are communicated and reviewed regularly (Management Review Procedure KPD006)

Management Systems

KiWi has a robust ISO 9001 and OHSAS 18001 based Management System, which is in the process of being expanded to include the requirements of ISO 27001. KiWi is currently certified to international standards by ISOQAR (a UKAS accredited company):

- ISO9001:2015 – Quality Management
- OHSAS18001:2007 – Occupational Health and Safety

Scope

The scope of the certified Occupational Health and Safety Management System covers ‘The provision of demand side response, through the use of innovative energy technology’.

This policy is supported by a documented and certified Quality and Occupational Health and Safety Management System, which details how KiWi effectively manages the significant risks associated with the processes carried out. This policy will be reviewed annually and updated as necessary to ensure continued compliance with KiWi requirements, strategy and current legislation.

Availability

Copies of all KiWi policies and the procedures that support them are available on Dropbox to all members of staff. All KiWi policies are available to view on KiWi’s website and in the main office break out area. All other documents will be made available to interested third parties upon request.

Signed:



Date: 25/01/2019

Yuval Tamir (Chief Operating Officer & UK General Manager) Next review: January 2020