



Avalon Certification

Certificate of Registration

Name : Ameresco T/A Energy Services Partnership Ltd
Address : Wesley House, 5 Wesley Street, Castleford
WF10 1JG.

Operate a Management System in compliance with the requirements of :

ISO 9001:2015.

With the scope defined as :

“Energy Management Services”

EA Code 35

Signed on behalf of **ACL**



Avalon Certification

Suite 3.4 Oaktree House, Oakwood Lane, Leeds LS8 3LG, West Yorkshire, England.

The validity of this certificate can be checked at any time by calling : +44(0) 113 3454242

Certificate No : **Q079** Issue : **5**

First registered with ACL : 03/07/14

Recertification : 27/07/20

Subject to annual audit with this certificate expiring on **27/07/19**

This certificate remains the property of ACL and must be returned upon request

QUALITY MANAGEMENT STATEMENT

OUR POLICY COMMITMENT

Ameresco is a leading independent provider of comprehensive services, energy efficiency, infrastructure upgrades, asset sustainability and renewable energy solutions for businesses and organizations throughout North America and Europe. Among its services, Ameresco provides energy procurement and risk management services, bill validation, and consultancy services. Ameresco is committed to maintain a quality management system that complies with the standards of ISO 9001. The objective of our quality management system is to:

- Provide a high quality and independent end-to-end energy management service that achieves best value for clients and ensures that their bespoke requirements are met.
- Ensure our team members have the relevant skills, knowledge and training to provide an efficient and quality service.
- Promote a culture of continuous improvement where everybody is responsible for ensuring the operational processes exceed client's expectations and work produced is 'right first time'.
- Ensure effective implementation, internal auditing, corrective and preventative action and management review.
- Operate the business at the standard required by ISO 9001: 2015.

HOW WE ACHIEVE OUR QUALITY POLICY COMMITMENT

Ameresco ensures that our quality management system achieves its objectives by:

- Appointing a quality manager to oversee the quality management system.
- Maintaining procedures and appropriate documents for activities that may affect the quality of service offered to clients.
- Providing training to all employees. A training matrix is used to evaluate skills gaps and training objectives are then implemented.
- Assigning the quality manager to control and audit all quality documents to confirm procedures are up to date and relevant to the needs of the client.
- Holding an annual quality management meeting where continuous improvement targets are established and evaluated, non-conformances are monitored, and the quality management system is appraised by the senior management team.
- Recording and monitoring any instance when the service provided does not conform to the quality management system. If a non-conformance is reported, identify corrective and preventative actions.