Quality Policy Statement

Renewable Energy Assurance Ltd (REAL) carries out a range of certification and consumer protection activities all of which promote renewable energy and the circular economy. REAL's activities fall under three headings: Consumer Codes, Certification Schemes and Registration Schemes. They include the following:

- Renewable Energy Consumer Code (RECC)
- Electric Vehicle Consumer Code for Home Chargepoints (EVCC)
- Green Gas Certification Scheme (GGCS)
- Biofertiliser Certification Scheme (BCS)
- Compost Certification Scheme (CCS)
- Compostable Materials Certification Scheme (CMCS)
- EV Roam.

REAL is committed to:

- providing Codes and Schemes which support the renewable energy and circular economy sectors
- providing information and training to Code Members and Scheme Participants
- resolving disputes between consumers and Code Members
- complying with all applicable legal, contractual and consumer protection requirements
- setting objectives and KPIs in these areas to monitor and improve performance
- continually improving our Quality Management System which meets the requirements of ISO 9001:2015.

The REAL Management Team has ultimate responsibility for the quality of our services to Code Members, Scheme Participants and consumers, as well as for the Quality Management System itself. However, we expect all REAL employees to support our commitment to quality and to comply with all relevant processes.

This policy is communicated to all employees, consultants and sub-contractors and is available to other interested parties on our website. This policy, and the associated Quality Management System, is reviewed annually to ensure that it remains appropriate to our strategic direction and is suitable, adequate and effective.

Virginia Graham, Chief Executive
1 January 2025

Date of issue	28.06.2019				
Author	V Graham	V Graham	V Graham	V Graham	V Graham
Document number	QMS 001	QMS 001	QMS 001	QMS 001	QMS 001
Version number	2.0	3.0	3.0	4.0	5.0
Version date	30.07.2020	21.09.2021	15.07.2022	30.08.2023	01.01.2025
Rationale for amendments	Annual update	Annual update	Annual update	Annual update	Annual update