



Quality Management Statement

Quality management

We are committed to providing high quality installation, effective project management, consulting and outstanding customer service.

All installations will be designed and built to meet and where appropriate exceed any relevant industry-specific regulations or standards.

We operate a simple quality management system (QMS) to ensure that we continue to satisfy our customers needs. Our QMS is not accredited to ISO 9000. Details of our processes and procedures form a part of this document.

Directors will take responsibility for ensuring effective quality management for all installations.

Health, safety and security

We recognise the importance of health, safety and security - both during the project and afterwards.

The company's health and safety policy sets out our commitment and outlines our approach to effective health and safety management. Our processes and procedures are designed not simply to meet legal requirements but to effectively deliver a healthy, safe and secure working environment for our employees and everyone else who might be affected by our work. Our installations are designed and installed to meet relevant safety and security standards identified by the Customer.

Equality

We recognise the contribution our employees make to the success of what we do. We are committed to offering our employees fair terms and conditions, ensuring they have the skills and qualifications they need. We are an equal opportunities employer. As part of our broader commitment to equal opportunities, we ensure that our services are designed and built to be accessible and meet any relevant industry standards on accessibility.

Sustainability

We understand the importance of sustainability - in design, delivery and in continuing operation. *For example*, this is reflected in how we:

- Source high-grade re-usable materials from ethical suppliers

- Work with the local community where appropriate
- Design, manufacture and install energy-efficient products while minimizing waste during installation
- In particular, we ensure that the design of our products meets relevant environmental requirements.

Our Quality Management Principles

With growing global competition, Quality Management is becoming increasingly important to the leadership and management of all organizations. Our quality management principles provide understanding of and guidance on the application of Quality Management.

By applying the following eight Quality Management Principles, we will produce benefits for customers, owners, people, suppliers and society at large.

Principle 1 - Customer-Focused Organization

We depend on our customers and therefore take time to understand current and future customer needs, meet customer requirements, and strive to exceed customer expectations.

Principle 2 - Leadership

Our Directors have established a purpose and direction for our organization. We create and maintain an environment in which people can become fully involved in achieving the organization's objectives driven by effective communication.

Principle 3 - Involvement of People

Our staff and management are the essence of our organization and their full involvement enables their abilities to be used for the organization's and ultimately the Customers benefit.

Principle 4 - Process Approach

Our Customers desired result is achieved more efficiently when requirements and objectives are recorded and confirmed and we manage the resources and activities as a process.

Principle 5 - System Approach to Management

We succeed when we take time in identifying, understanding, and managing the system of related processes for a given objective as it improves our organization's effectiveness and efficiency.

Principle 6 - Continual Improvement

Continual improvement remains a permanent objective of our organization. Every jobs is 'de-briefed' to ensure we understand every positive and negative to ensure we provide a better service next time.

Principle 7 - Factual Approach to Decision Making

Effective management decisions and actions are based on the analysis of data and information. As stated above, we rely upon constructive criticism to provide the groundwork to a better service standard.

Principle 8 - Mutually Beneficial Supplier Relationships

Our organization and our suppliers are independent, and we aim to ensure a mutually beneficial relationship to enhance the ability to create value, both for our Customer and ourselves..

Definition of the Quality Management Principle:

A comprehensive and fundamental rule or belief, for leading and operating an organization, aimed at continually improving performance over the long term by focusing on customers while addressing the needs of our stakeholders