



## Quality Policy Statement

Industrial Switchgear Services Limited (ISS Ltd) is a well-established company within the specialist field of Design, Manufacture, Installation, Commissioning and Maintenance of LV & HV Switchgear, Associated Protection, Metering Devices and the delivery of complete Power Projects.

The Company operates a Quality Management System which has been certified BS EN ISO 9001:2015.

The management of ISS Ltd has a continuing commitment to action quality objectives & targets by:

1. Never compromising on the safety, compliance and quality of our products and services;
2. Ensuring that customer needs and expectations are determined and fulfilled with the aim of achieving high levels of customer satisfaction;
3. Effectively communicating to all employees and third parties the importance of their individual quality responsibilities in meeting customer needs, statutory and regulatory requirements;
4. Establishing the Quality Policy and objectives to continuously challenge ourselves to improve quality;
5. Ensuring that Management Reviews are scheduled to review the quality objectives, targets, actions and internal audit reports as a means of monitoring and measuring all the processes and the effectiveness of the Quality Management System;
6. Ensuring the availability of resources to fully satisfy the certification and Quality objectives;
7. Building quality into the all product and services by minimising nonconformities;
8. Creating a companywide quality culture by encouraging participation with an objective of achieving zero defects.

It is also the objective of ISS Ltd to enhance our reputation and capabilities in order to gain wider recognition in the industry of Power Engineering.

The Company complies with all relevant statutory and regulatory requirements.

We will constantly monitor our quality performance and will implement improvements where possible and the Quality Policy will form part of all Management Reviews to ensure its continuing suitability.

Copies of the Quality Policy are made available to all members of staff and the general public, whilst copies of the minutes of Management Reviews, or extracts thereof, are provided to individual members of staff in accordance with their roles and responsibilities as a means of communicating the effectiveness of the Quality Management System.

As a company we will ensure that all employees understand and adhere to the requirement of this policy and contents which are outlined in our Quality Manual.

Authorising Signature by: (Managing Director)

A handwritten signature in blue ink, appearing to read 'D. Thomas', is written over the text 'Authorising Signature by: (Managing Director)'. The signature is fluid and cursive.

Date Reviewed: 03/01/2024