

Quality Policy Statement IMS 1002

The scope of this Quality management system (QMS) is to provide electrical contracting related activities. It is the aim of DSA Electrical to achieve sustained, profitable growth by consistently satisfying or exceeding the needs and expectations of its customers and to provide swift responses and value for money solutions.

The Company's objective of consistent high quality performance is met by mandatory adherence to procedures and legislative requirements, through staff training and the development of personal responsibility for all employees, together with the provision of adequate resources, according to the principles of Quality Assurance.

DSA Electrical's Quality Policy is based on the following principles:

- The Company is responsible for reviewing our service provision processes, identifying the potential for errors and taking the necessary action to eliminate them ensuring that tasks are completed in the most cost effective and timely manner for the benefit of all our customers
- The directors are charged with the provision of an on-going staff training and development program so that the Quality Policy is understood, implemented and maintained at all levels within the Company
- DSA Electricals' staff are personally responsible for fully identifying customer requirements, and ensuring that the correct procedures are followed to meet those requirements
- All personnel are responsible for ensuring that when mistakes are made, they are reported, recorded and rectified – and lessons learned, together with system changes where appropriate, so they are not repeated

The systems defined have our active full support. They are under continual review as we strive for continual improvement and they provide a framework for the setting and reviewing of the company's Quality Objectives.

Top management is committed to:

- Ensuring DSA Electrical is the company whom customers and clients approach for their electrical contracting needs
- Compliance with the requirements of the QMS
- Continual improvement of the effectiveness of the QMS
- Continual registration to ISO 9001
- Ensuring that the quality policy is communicated and understood internally and externally to all interested parties
- Ensuring that the quality policy is reviewed for continuing suitability
- Ensuring that measurable quality objectives are established

This policy will be reviewed and updated as necessary, particularly in respect of major changes within the company and/or changes in legislation and we will bring these changes to the attention of all employees.

A handwritten signature in black ink, appearing to read 'Rachel Richards', is positioned above the printed name and title.

Rachel Richards
Managing Director
April 2019