

(extract from Quality Manual)

Quality Policy

ISO 9001 2015 Clause 5.2

Purpose

Our quality systems and processes have full BS EN ISO9001-2015 accreditation, embracing all client services. However, our systems are much more than a simple exercise in certification. We believe quality is about delivering on our business goals, providing cost-effective, energy-efficient, sustainable and first-class building services engineering solutions, which meet our clients' expectations.

We have a set of standards to support this commitment based around how we:

- Comply with agreed contract requirements
- Comply with statutory laws and Building Regulations (including health and safety)
- Reflect the environmental and sustainability aspirations of our clients and end-users

We build our quality model from a client's perspective so they can be confident in *itd* as a sound, established engineering business, consistently delivering value for money, cost-effective services, whilst ensuring risks to business continuity are fully and effectively protected.


To meet the specified requirements of its Clients, *itd* operates a Quality Management System as described in this Quality Manual and the Procedures Manual. It is *itd's* policy to seek to operate to the procedures set out in these manuals continuously and to implement and operate in accordance with ISO 9001:2015 through registration and annual review.

We have produced quality objectives which relate to this policy and they can be found in document **ANNEXE A** of this document.

This policy is available to all interested parties on request and is featured on our website.

Authorised by:

IAN T DUNKLEY (Director)



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