

QUALITY POLICY

Quality Policy

ISO 9001 2015 Clause 5.2

Purpose

Our quality systems and processes have full BS EN ISO 9001:2015 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 are detailed at the end of this Manual.

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

Authorised by:

A handwritten signature in black ink, appearing to read 'Kieran McKerr', is positioned to the right of the 'Authorised by:' text.

KIERAN MCKERR (Director)

Date Approved: 7 January 2025