

1 POLICIES AND OBJECTIVES

1.1 Quality Policy

- The Company (UK Electric Ltd) is committed to excellent customer service at a local level, delegating the maximum degree of decision making to the Profit Centre (H-Squared)
- It is the responsibility of the General Manager, also known as Profit Centre Manager (PCM) to ensure that the conditions for the continued accreditation of the Profit Centre under ISO9001: 2015 are met, by ensuring compliance with the contents of this Management Manual and the requirements of the International Standard
- The goods and services provided to a customer *should* consistently comply with all relevant regulatory and statutory requirements. The risks and opportunities that can affect conformity of products and services, as well as the ability to enhance further customer satisfaction, are determined and addressed
- The General Manager will ensure that adequate resources (people, storage, workspace, transport, phones, etc.) will be available to satisfy customer requirements, compliance to this Manual and ISO9001: 2015
- The General Manager, along with any appointed delegate, is responsible for all matters relating to quality assurance. They will ensure responsibilities assigned are communicated and understood within the Profit Centre
- The Quality Management System will be reviewed periodically by way of Management Review, this will address and identify issues, create a cycle of continual improvement within the business and provide a framework for setting quality objectives
- When the need for change is identified, this Management Manual will be updated, approved by the General Manager and published to all relevant Interested Parties
- The General Manager is responsible for ensuring the integrity of the quality management system is maintained when changes are planned and implemented
- The General Manager shall determine the internal and external communications relevant to the quality management system

Robert Molnar
General Manager

A handwritten signature in black ink, appearing to read 'R Molnar', is written over the printed name and title.

A controlled copy of this Quality Policy is also on the company web site.

1.3 Environmental Policy

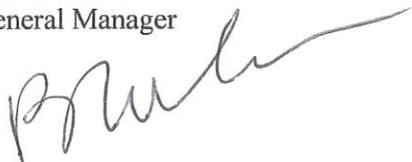
H-Squared is committed to protecting and improving the Environment within which we live and work. To this end, we seriously consider the impact of our activities on the Environment in every aspect of our business life.

Our general objectives are:

- To monitor and where possible, reduce the environmental impact of the company's operations
- To review these impacts and identify and action potential opportunities to improve in areas of:
 - Minimisation of waste
 - Promotion of recycling and the use of recycled materials, whilst reducing the consumption of all materials
 - Use of energy
- To comply with the requirements of all relevant legislation and other environmental requirements
- To prevent pollution
- To promote and train environmental awareness and responsibilities within the company
- To implement and maintain a system to ensure we meet our objectives that complies with the requirements of ISO14001:2015.

These objectives, promoted by the General Manager and the Management team, and practised by all staff, are the principles that drive the environmental policy of H-Squared.

Robert Molnar
General Manager

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A controlled copy of this Environmental Policy is also on the company web site.