

QUALITY POLICY 2025

At Solutions, we are committed to providing an outstanding end-to-end experience for our stakeholders, ensuring that our activities are carried out to the highest quality standards. We recognise that managing quality is critical to meeting our responsibilities and obligations to our customers, employees, partners, suppliers, and shareholders. Our commitment to quality is driven by the following objectives:

1. Quality Objectives

• Clear Communication & Engagement

- Communicate this policy and our quality objectives to all relevant stakeholders, ensuring a shared commitment to quality at all levels of the organisation.
- Foster a culture of quality, where employees understand their role in delivering excellence.

• Customer-Focused Excellence

- Deliver high-quality products, systems, and services that consistently meet and exceed customer expectations.
- Identify and understand our customer's needs, measure feedback, and implement continuous improvements to enhance customer satisfaction.
- Provide Environmental Product Declarations (EPDs) and relevant sustainability data to support our clients in meeting their ESG goals.

• Continuous Improvement & Risk Management

- Identify and address risks and opportunities that impact quality, ensuring continuous improvement of our quality management system (QMS).
- Regularly review measurable quality objectives, ensuring data-driven decision-making.

• Empowered & Skilled Workforce

- Empower our people through motivation, training, and teamwork, ensuring they have the skills to contribute effectively to quality performance.
- Actively engage employees in driving operational improvements across the value chain.

• Collaborative Supplier & Partner Engagement

- Collaborate with partners and suppliers to leverage their strengths and ensure the highest quality throughout the entire process.
- Require suppliers to meet our quality and sustainability standards, reinforcing our commitment to responsible sourcing.

• Compliance & Ethical Responsibility

- Ensure compliance with all relevant legal, regulatory, and ethical standards.
- Integrate social responsibility and ethical business practices into our operations and supply chain.

• Environmental, Health, and Safety Considerations

- Continuously improve our environmental, health, and safety (EHS) performance in all our products, operations, and services.
- Align our quality management approach with our broader ESG commitments.

2. How We Achieve This

- Maintain a quality management system (QMS) that meets the requirements of ISO 9001, ensuring continuous certification and improvement where appropriate.
- Foster a company-wide commitment to delivering quality at every level.
- Provide the necessary resources, define clear responsibilities, and ensure effective communication across all business areas.
- Regularly review performance and objectives, using insights to enhance products, services, and operational efficiency.
- Identify opportunities to enhance products, services, markets, and financial performance, creating added value for our clients and stakeholders.

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3. Commitment to Excellence

By adhering to this policy, we aim to ensure that Solutions consistently delivers the highest quality products and services, while driving continual improvement and exceeding customer expectations. This policy applies to all employees, contractors, and partners associated with our company, covering all activities related to our products and services.

Through innovation, collaboration, and a culture of quality, we will continue to be a trusted leader in smart and sustainable electrical solutions.

John McDonagh
Managing Director

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