



Quality Policy Statement

Platinum Electricians specialises in the electrical installation and maintenance services for the commercial, industrial and domestic markets.

We are dedicated to the quality policy that will ensure that its products and services fully meet the requirements of its customers at all times. Platinum Electricians vision is to be the World's greatest customer focused electricians and mission is to deliver a wow experience to customers that creates smiles and is unforgettable. Commitment to the implementation of supporting managerial and business operational systems is essential to realising that goal.

Platinum Electricians believes in the concept of client and supplier working together in pursuing this policy and in continually striving for improvements in quality.

The quality policy is based on three fundamental principles:

1. Ensuring that we fully identify and conform to the needs of our customers.
2. Looking at our internal processes, identifying the potential for errors and taking the necessary action to eliminate them.
3. Everyone understanding how to do their job and doing it right first time.

To ensure that the policy is successfully implemented, staff will be responsible for identifying customer requirements, and ensuring that the correct procedures are followed to meet those requirements.

Objectives for 2018 continue to be on the growth of our people & building business models that are scalable into the future. Platinum Electricians mandate will be to uphold the high-quality systems and processes that have ensured our continued safety performance recognition in our industry, network and with our customers.

The quality policy principles and objectives will be communicated and available to staff at all times. Investing in training and education will be an integral part of the strategy to support the growth of our people to become better leaders.

Within this Policy we are committed to operating our company under the disciplines and control of Triple Certification conforming to the International Standard ISO 9001:2015, planned and developed jointly with our other management functions.

We are all committed to operating continuously to this standard and we will maintain the necessary Quality Approvals consistent with our customer requirements.

Our Company will constantly review and improve on our services to ensure tasks are completed in the most cost effective and timely manner for the benefit of all our customers.

We shall ensure that all our personnel understand and fully implement our Company's policies and objectives and are able to perform their duties effectively through an ongoing training and development programme.

A handwritten signature in black ink, appearing to read "J. Nicholls", is written over a light blue horizontal line.

Director
Joshua Nicholls

Date: 1 February 2018

Next Review Date: January 2019