

QUALITY POLICY

It is the policy of Metropolitan Electrical Services Ltd to provide and manage its resources, such that the service it provides its clients is of the highest possible quality, and it is supplied within agreed timescale, taking into account client specified requirements.

Metropolitan recognizes that the quality of its product and service is paramount, and that its reputation and continued growth depend upon the positive commitment and culture of its management, staff, and supply chain to ensure that specific requirements and standards of performance are specified, monitored, and consistently achieved.

In support of achieving these aims, Metropolitan have designed, developed, and implemented this Quality Manual, which is further supported by a structured Management System that conforms to industry best practice, while at the same time continuously supports Metropolitan in improving whilst supporting compliance with all appropriate legislative demand and other industry-specific standards, based on the services it currently provides and the sectors in which it operates.

While ultimate responsibility for the use and application of the Metropolitan Management System rests ultimately with its Company Directors, devolved responsibility has been confirmed and allocated to key, trained personnel throughout all levels of operation, such that the Company's aims and objectives may be achieved, and the appropriate culture within the organization is encouraged and supported.

To further support the achievement of the Company's aims and objectives, Metropolitan have also devised, implemented, and continue to support a structured Performance Management System, whereby required performance is specified, allocated and monitored on a regular basis against pre-determined key performance indicators that have in turn pre-determined levels of performance confirmed.

It is we believe through the effective support of the Metropolitan Performance Management System and its workforce, that our aim of continued effectiveness, development, and improvement in the services we provide our clients may be achieved.

This policy is communicated and displayed throughout our organization, so that the employees of Metropolitan, its suppliers, sub-contractors and members of the public are made aware of its content and the commitment made.

Robert Warner (Signed)

Managing Director

Date Reviewed: August 11th 2021

Next Review Date: August 11th 2022