

# Quality Policy



The Management and staff of Avon Combined Electrical Services Ltd (ACES) are dedicated to providing the highest possible standards of quality for its products and are dedicated to maintaining a Quality and Environmental Management system which ensures that its products meet customer requirements within agreed parameters of Cost, Quality and Delivery. This is achieved using Key Performance Indicators to measure the conformance to the above criteria and use this information as drivers for the Continual Improvement throughout the Company.

This Quality Policy and the Company's Quality and Environmental Management System covers the following modules of work, The Management of Design, Installation, Maintenance of Electrical and Mechanical building systems. Including High and Low Voltage Cable Installation, Jointing & Terminating, Switchgear, Power, Lighting, Mechanical Heating, Ventilating, Air Conditioning Systems, Commissioning Testing, Inspection & Maintenance. The Design, Installation, Commissioning, Handover and Maintenance of Intruder & Hold Up Alarm Systems, Video Surveillance Systems (CCTV) and Access Control Systems. The Design, Installation, Commissioning, Handover, Verification and Maintenance of Fire Detection and Alarm Systems in accordance with BS 5839-1.

The Company's Quality and Environmental Management system concentrates upon error prevention; this is achieved with a process approach to the key elements of the business.

The company defines Quality as the conformance of its services to established and documented requirements derived from Client needs and expectations, provided through expert resources and management experience.

Systems and processes are routinely reviewed by all company personnel, internal auditors and approved third parties enabling observations to be made and incorporated into the continual improvement process.

The company is proud of its good reputation for responsible practices and dedicated Client care, which are a result of the company's ethical culture, skilled committed staff, and quality control over its services and products. It is the company's policy to seek to operate to these standards continuously. The company implements, operates and complies to; BS EN ISO 9001:2015 Quality Assurance Standard, BS EN 14001:2015 Environmental Standard, NSI Quality Schedule FSQS 121 Fire Gold Approval and NSI Quality Schedule SSQS 101 NACOSS Gold Approval and other related industry agreed Codes of Practice and Standards, through registration and annual review.

Suppliers to the company will be actively encouraged to improve the quality and reliability of their services and products.

The company complies with all legal requirements and legislation relevant to its industry sector together with the Health and Safety at Work Act 1974.

ACES Ltd has identified the need to pursue responsible policies towards the community and that the interests of industry will not be served at the expense of the environment.

It is the company's belief that, in applying these Standards, Policies and Procedures it will be able to operate to the requirements of its clients and industry accordingly.

Signed on Behalf of Avon Combined Electrical Services Ltd (ACES):

A handwritten signature in black ink, appearing to read 'S. Sage', written over a horizontal line.

S. Sage (Managing Director)

Reviewed on Date: 03/02/2025

