

## Quality Policy

Global Associates aim to become one of the leading BEMS solutions providers in the South-East. Our solutions will help to achieve and sustain significantly reduced levels of energy consumption, reduced carbon footprint and compliance with environmental regulations. It is the policy of Global Associates is to excel in the development, provision and support of Business Management Systems (BMS).

In meeting this aim, we shall achieve high levels of customer satisfaction by delivering reliable, high quality, cost effective BMS products and services within agreed timeframes thus generating the returns required to:

- Reward stakeholders for their investment.
- Reward our people for their efforts.
- Provide the funds to support future operations and company growth.
- Provide a stable and enjoyable work-place for our entire team.

Global Associates is committed to the continual improvement of its performance by the monitoring of quality and environmental issues and through involvement with customers, suppliers, regulatory authorities and the community.

To help achieve these goals the company operates a Quality Management System which meets the requirements of ISO 9001:2015.

Compliance and improvement is monitored by process measures and internal audits and is maintained by the timely implementation of corrective and risk mitigation actions.

Meeting high quality standards is the responsibility of the entire team. Global Associates is therefore committed to working with all stakeholders to support effective operation of the company's Quality Management System and the achievement of our strategy, goals and of our defined Quality Objectives.

Signed: .....

Mr Paul Wetherfield  
Chief Executive