

Quality Policy

1. Purpose

The purpose of this policy is to set out Prime Atlantic Group's (PAG) commitment to consistently delivering high-quality products and services that meet or exceed the expectations of our customers, stakeholders, and employees.

This policy provides the framework for establishing, implementing, and maintaining a Quality Management System (QMS) that drives continual improvement, innovation, and customer satisfaction across all PAG companies.

2. Scope

This policy applies to all employees, contractors, agency workers, suppliers, and other stakeholders involved in or affected by the operations of Prime Atlantic Group and its subsidiaries, including Bedford Electrical Ltd and Factotum Engineering Services Ltd. It covers all activities, products, services and sites under PAG's control.

3. Associated Documentation

PAG_SHEQ_PCY_002 Health, Safety & Wellbeing Policy

PAG_SHEQ_PCY_004 Environmental Policy

All QMS procedures and supporting documents as detailed in the PAG System Management Matrix, including Risks and Opportunities register, Internal Audit schedule and Document Control register.

4. Commitment

We will demonstrate leadership and accountability in establishing, implementing, integrating and maintaining a Quality Management System (QMS) that meets the requirements of ISO 9001:2015, ensuring customer satisfaction and compliance with all statutory and regulatory obligations.

This will be achieved by:

- a) Providing products and services that consistently meet or exceed customer expectations.
- b) Establishing and reviewing annual quality objectives at strategic and operational levels.
- c) Communicating this policy and our objectives to all employees and making them available to interested parties.
- d) Promoting a strong quality culture, encouraging all employees to take ownership and contribute to innovation and continuous improvement.
- e) Addressing risks and opportunities associated with internal and external factors to align with stakeholder needs and expectations.
- f) Continually improving the effectiveness of our management systems to enhance performance, service quality, and customer satisfaction.
- g) Operating in a lean and agile manner, adopting efficient and effective processes that strengthen our market competitiveness.
- h) Providing the necessary resources, training, and support to enable our employees to achieve objectives and deliver excellence.
- i) Reviewing and evaluating our management systems to ensure ongoing improvement and alignment with our Mission, Vision, and Values.

5. Responsibilities

Directors and Senior Management:

Ensure policy implementation and compliance across all operations, provide leadership, and maintain a culture of quality and continuous improvement.

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Line Managers:

Promote quality objectives within their teams, monitor processes, and address any non-conformance or improvement opportunities.

All Staff:

Adhere to policy guidelines, follow QMS processes, and actively contribute to achieving quality objectives and reporting any quality concerns or non-conformities.

Business Improvement:

Monitor compliance with ISO 9001:2015, maintain the QMS, conduct internal audits, and provide support, training, and guidance to all teams.

6. Review

This policy will be reviewed annually to ensure its continuing suitability and alignment with the Prime Atlantic Group's strategic direction, Mission, Vision, and Values. If no changes are required during the review, the policy will be confirmed and remain as the current version.