

## QUALITY POLICY STATEMENT

### Company Commitment to Quality

Gower Business Systems Limited (Gowerbiz) undertakes activities in the design management, installation and support of Information & Communications Systems for a wide range of Clients. Gower Business Systems Ltd are committed to maintaining the highest standards in all its activities.

To underpin this commitment and to secure the consistent delivery of successful projects, Gowerbiz manage and implement an integrated set of processes known as the 'Business Management System' (BMS). The BMS demonstrates to existing Clients, potential Clients and independent auditing authorities the capability of the business to consistently deliver its Services to an independently assured level of Quality.

### With the Gowerbiz Team we commit to...

- ensuring that Quality and the importance of implementing the Company policies and processes are integral to the way we operate;
- communicating the results of BMS reviews, audits, Client feedback and performance against objectives;
- capturing good practice and good ideas.

### With our Clients we commit to...

- obtaining our Clients opinion of our performance and our quality culture;
- taking appropriate action upon the feedback that we receive;
- informing our Clients on the improvements we make.

### With our Supply Chain Partners we commit to...

- establishing the appropriate controls required to monitor and control the quality of material and workmanship;
- monitoring the performance of our supply chain and actively seek to improve deficiencies.

### On our Projects we commit to...

- understanding the requirements of our Clients;
- establishing the controls required to test and inspect material and workmanship;
- control documents to prevent the use of obsolete information;
- identify objectives around Time, Cost and Quality as high priority on every project;
- feedback ideas and innovations that might increase productivity and value.

Achievement of this Policy involves all employees and sub-contractors who are individually responsible for the quality of their work and collectively ensure the delivery of the highest standards on all projects.

### In achieving of this Policy we will...

- identify a Director responsible for Quality who will retain the responsibility for the BMS;
- appoint a Quality Manager who will administer and co-ordinate the implementation and improvement of the BMS;
- carry out audits of systems and processes to establish the level of compliance across the business;
- review the effectiveness of the BMS and actions taken to correct or prevent non-conformances
- undertake regular reviews of the adequacy and effectiveness of our BMS;
- establish a framework for analysing data and managing continual improvement opportunities;
- establish SMART Quality objectives to meet our policy commitments above;
- ensure that this Quality Policy Statement is displayed at all offices