

Quality Policy Statement

It is the policy of Electrafence Limited that all of our activities are carried out in accordance with our business management system, which is maintaining BS EN ISO9001. (2015)

The Electrafence business management and process system manual set out the company and arrangement of the groups management systems.

The business management system contains all the procedures and associated documentation to manage and control our business and is available to all staff.

The aim of our quality management system is to ensure that:

- We deliver a quality service to maintain excellent customer relations
- Customer satisfaction remains inherent to our business
- Our customer's requirements have been fully understood and met
- All work is carried out consistently to a defined standard
- We have the skills and resources to fulfil our customer requirements
- Our staff are fully trained and involved in quality improvement
- We strive to continuously improve our systems and procedures
- We only use services that meet our own quality assurance standards
- A professional approach to customer interface is maintained at all times
- Any complaints are dealt with efficiently and within an acceptable time period

Executive management are committed to the efficient operation and continual improvement of performance and the quality management system.

Total customer satisfaction, Electrafences primary objective, is achieved by recognising, understanding and evaluating customer needs and trying to exceed them.

At Electrafence Limited will achieve its goals through:

- instigating administering and policing a project work and quality plan on each of our sites in accordance with our company quality management system,
- utilising appropriate procedures,
- check list and record documents,
- and above all maintaining clear lines of communication throughout the company and with our suppliers and subcontractors whilst retaining a degree of administrative flexibility to meet the particular requirements of our various clients.

It is the responsibility of all Electrafence personnel to ensure that procedures are implemented and our quality objectives are achieved.

Each employee will be made aware of the importance and contents of this quality policy and be encouraged to contribute to the success of the quality management system. Electrafences goals and commitment in meeting the requirements of ISO 9001:2015 will secure a prosperous future and set a unique standard for others to follow

James Creed



Operations Director
Date: 10th-April-2024