

LOS Electrical Engineers aims to provide excellent services to all our customers offering safe, responsive, 'right first time' delivery and value for money through our single value of integrity.

LOS Electrical Engineers success is based on the quality and commitment of its experienced and professional management and electrical team.

Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations. Not only are we committed to producing a quality product, but also to providing our clients with a quality service throughout the construction of our projects.

LOS Electrical Engineers is committed to:

- reducing incidents and customer complaints
- identify improvements to existing working practices
- provide a quality project management service through the delivery of projects and end products
- continually evaluate the effectiveness of HSQE plans and method statements
- make the Quality Management System (QMS) available to all employees and apply it to the planning, management, and execution of our work
- make resources available to ensure implementation of this policy
- provide quality information, instruction, training and supervision as is necessary to ensure our employees and subcontractors are competent to perform their roles
- review and revise this policy as necessary at regular intervals not exceeding 12months

We have a Quality Management System which provides a framework for measuring and improving our performance.

We have set targets for improvement which will be monitored by the senior team as part of the management meetings.

Our directors actively promote the company's commitment to comply with quality requirements and continually improve the effectiveness of the Quality Management System.

Our internal procedures are reviewed annually (or as and when required) and are held in a Quality Manual which is made available to all employees.

The Directors have ultimate responsibility for Quality; however, all employees have a responsibility within their own areas of work, so helping to ensure that Quality is a core value of the company.

Signed:

A handwritten signature in black ink, appearing to be 'UVDB', is written over a light blue circular stamp.

Date: 12th March 2026

Managing Director