



**HVMS - Unit 3 The Interchange, Wested Lane, Swanley, Kent. BR8 8TE. England.  
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## QUALITY POLICY STATEMENT

The policy of High Voltage Maintenance Services Limited (HVMS) is to provide specialist Design, Installation, Operation and Maintenance of High Voltage Networks, Electrical and Mechanical Services and Training Services, that meet or surpass customer requirements and are of the highest quality, reliable and safe to use.

The Policy of "Right First Time" is adopted for everything the Company undertakes from the enquiry stage through to final handover and completed report to the client. This will ensure high client and job satisfaction leading to recommendations and repeat business.

The Company's business operations are constantly reviewed for their effectiveness to enable continual improvements to be made and ensure customer satisfaction. The Company adopts ISO 9001:2008 as the means by which this will be achieved via its Quality Management System.

Quality objectives set by the senior management of the Company are reviewed to ensure customer satisfaction and effective use of Company resources with continual improvement to meet objectives.

The HVMS Quality Policy applies to all staff. For HVMS to achieve the above policy, every employee and sub-contractor must: -

- \* Understand what the HVMS customer requires
- \* Deliver quotations consistent with response times required by the client
- \* Deliver services consistent with response times required by the client
- \* Be responsible and accountable for their quality of work
- \* Follow all applicable procedures and statutory requirements
- \* Deliver reports to the client within 14 days of completion of project

The management of High Voltage Maintenance Services Limited are totally committed to the above policy and will provide necessary education and training for all concerned.

SIGNED: 

DATE: 17<sup>th</sup> June 2011

ANDREW PIERCE  
MANAGING DIRECTOR

- Installation & Commissioning
- Substation Reinforcement
- Protection & Grading Studies
- Network Design
- Capital Equipment Maintenance
- Total Electrical Facility Management
- Thermographic Surveys
- Authorisation, Operation & Safety Courses
- Emergency Call-Out Hotline
- Airfield Ground Lighting

High Voltage Maintenance Services Limited  
Registered in England Company No. 5227977  
Registered VAT No. 846 5248 05  
Registered Office: 1 Threadneedle Street, London. EC2R 8AW.