

Quality Policy Statement

Context

GL Telecoms Ltd. has defined and documented a policy for commitment to Quality. This policy is appropriate to our context and supports our strategic direction which is to achieve, maintain and enhance our reputation of being a renowned and respected leading provider of turnkey solutions, providing a nationwide full fibre network. We adapt to the ever-changing network, plan for the future and pride ourselves on implementing innovative engineering solutions.

Policy

It is the policy of GL Telecoms Ltd. to provide customers with professional services that are to the agreed standard, specification, on-time and to the agreed price. We are a multi-disciplinary team of professionals and specialist engineers striving to exceed expectations of our partners and customers. To ensure achievement of this Policy, a Quality Management System (QMS) is established to meet the requirements of ISO 9001:2015.

We aim to:

- Ensure that Customer requirements and expectations are fully understood, standards created and service delivery continually monitored against these standards
- Consistently meet Customer requirements by quality performance and the adoption of best practice
- Provide the right organisation, facilities and resources and employ the right people to ensure quality services which fulfil the Customer requirements effectively and efficiently
- Continually review and monitor all aspects of our operations to identify opportunities for implementing continuing improvement

We are committed to:

- Complying with the requirements of ISO9001:2015 and the requirements of our quality management system. We will demonstrate this by internal audit along with audits from a UKAS Accredited Certification Body
- Continual improvement: this will be demonstrated by setting and achieving measurable quality objectives.
- Satisfying all applicable requirements
- Measuring ourselves against service delivery performance and regulatory compliance

The implementation of the QMS is mandatory, but its success can only be achieved by the participation and commitment of everyone. All employees will receive full support to ensure the QMS is understood, implemented, and maintained throughout. It is our responsibility to ensure the QMS functions correctly and its effectiveness is maintained through monitoring, control, audit and review.

The strategic direction of the company is to provide its customers with products and services to customer requirements that enhance the company's reputation within the industry sector. This Policy will be communicated to all employees and will be reviewed at least annually for continuing suitability.

Signed:

G Lea

Garry Lea
Managing Director

Approval Date: 03-APR-2023

Review Date: 02-APR-2024