



Quality Policy

It is the policy of Megan Mechanical Services Ltd to maintain a quality system designed to meet the requirements of ISO 9001 in pursuit of its primary objectives, in line with the purpose and the context of the organisation.

This Quality Policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets.

Customer service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and information security and its impact on customer service.

It is the policy of Megan Mechanical to:

- a) Strive to satisfy the requirements of all of our customers, stakeholders and interested parties whenever possible, meeting and exceeding their expectations;
- b) make the details of our policy known to all other interested parties including external where appropriate and determine the need for communication and by what methods relevant to the Business Management System. These include but not limited to customers and clients and their requirements are documented in contracts, purchase order and specifications etc;
- c) comply with all legal requirements, codes of practice and all other requirements applicable to our activities;
- d) reduce hazards and prevent injury, ill health and pollution;
- e) provide all the resources of equipment, trained and competent staff and any other requirements to enable these objectives to be met;
- f) ensure that all employees are made aware of their individual obligations in respect of this quality and information security policy;
- g) maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on "risk".

To ensure the company maintains compliance and seeks continual improvement, this Policy is regularly reviewed by "Top Management" to ensure it remains appropriate and suitable to our business; and the company is subject to both internal and external audits, in line with the requirement of ISO 9001.

This Policy Operates in conjunction with the Megan Mechanical Services 'Business Management System (BMS) Manual'.

A handwritten signature in black ink, appearing to read 'G. Ley', is written over a light blue horizontal line.

Gerald Ley
31 March 2026