

It is the policy of AK (Lighting and Signs) Limited (AKL) to provide services that meet our Customers' expectations and needs, and enhance our position as a contractor of high repute.

To this end an integrated management system (IMS) is operated by the Company, based on the requirements of ISO 9001.

We are committed to a programme of continual improvement to ensure that delivered products and services meet Customers' requirements and those of applicable industry sector schemes and accreditations with which we subscribe.

It is our policy to provide processes and resources to ensure that:

- Customers' and other requirements are determined and communicated;
- Risks and opportunities are identified and assessed;
- Activities are planned, controlled and monitored to ensure requirements are met and adverse impacts on products, services and operational risks are avoided;
- Compliance with requirements can be demonstrated;
- Quality Key Performance Indicators (KPIs) are defined and met.

The IMS includes a framework for establishing and reviewing quality objectives relating to this policy.

The management system outlined in the Company's procedures has the full support and endorsement of the Directors.

Management and supervision will ensure that information is communicated to raise awareness, encourage participation and ensure all employees, sub-contractors and agents of the company understand this policy and their involvement within the Management System.

This policy will be reviewed annually and developed to ensure that it continues to support our needs and expectations and those of our Customers.

Signature:



Date: **August 2015**

Position: **Managing Director**