

Battery Service Hub is dedicated to the quality policy that will ensure its industrial energy solutions and bespoke design services fully meet the requirements of its clients at all times. The goal of the company is to achieve a high level of client satisfaction at all times. Commitment to the implementation of supporting managerial and business operational systems is essential to realising that goal.

Battery Service Hub believes in the concept of client and supplier working together in pursuing this policy and in continually striving for improvements in its energy solutions, systems design, installation, support, quality and safety, ensuring that legal obligations and commitments are maintained.

The quality policy is based on 3 fundamental principles:

1. Ensuring that we fully identify and conform to the needs of our clients
2. Looking at our service provision processes, identifying the potential for errors and taking the necessary action to eliminate them
3. Everyone understanding how to do their job and doing it right first time

To ensure that the policy is successfully implemented, staff will be responsible for identifying client requirements, and ensuring that the correct procedures are followed to meet those requirements.

Objectives needed to ensure that the requirements of this policy are met and that continual improvement is maintained in line with the spirit of the policy, will be set, determined and monitored at Management Review.

The quality policy principles and objectives will be communicated and available to staff at all times. Training will be an integral part of the strategy to achieve the objectives.

Within this policy we are committed to operating our company under the disciplines and control of a Quality Management System conforming to the International Standard ISO 9001:2008, planned and developed jointly with our other management functions.

We are all committed to operating continuously to this standard and we will maintain the necessary Quality Approvals consistent with our client requirements.

Endorsed by BSH Directors:

Date: 25/11/2014

David Wallace

Anthony Porter

Keith Joughin

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