

QUALITY POLICY



IMServ is one of the UK's largest energy metering and data management providers and provides services to utility and commercial customers. We are committed to achieving customer satisfaction through a process of continuous improvement in both working practices and business processes. Our mission is to provide high quality, cost effective services that are delivered efficiently and in line with our customers' requirements.

Accreditation to ISO 9001 is viewed as an objective measure of IMServ's commitment to providing a quality service to customers and complements IMServ's industry accreditations.

In recognition of the requirements of all interested parties, IMServ has the following objectives:

- To maintain the ISO 9001 accreditation
- To understand our markets and customer needs and expectations
- To fulfil or exceed customer requirements /expectations
- To comply with any applicable standards, legislation and regulations
- To provide an adequate, skilled and trained workforce
- To monitor, measure, analyse and evaluate performance
- To maintain a programme of continual improvement
- To develop and maintain positive relationships with third party providers

IMServ Europe designates the scope of its ISO 9001 system to encompass operations performed at its site, Cygnus, Sunrise Parkway, Milton Keynes and involving work performed in the UK by its external field force.

IMServ will communicate openly about our quality policies, programmes and performance.

This policy may be amended by IMServ at any time but shall be routinely reviewed no less than once in any twelve month period. The next annual review shall take place no later than September 2021.

A handwritten signature in black ink, appearing to be 'S. Brown', with a long, sweeping horizontal line extending to the right.

Managing Director
Steve Brown