

2021 QUALITY POLICY

Kohler Uninterruptible Power Limited (KUP), which is part of the Kohler Corporation's Power Group, is an established and well respected company with an enviable reputation based upon, passion, quality, innovation, reliability & integrity of power protection products, service excellence and customer satisfaction.

The company employs a consultative approach, in which we strive to help customers find the most reliable and efficient model to suit their business, project or customer requirements.

The full power protection product portfolio includes; uninterruptible power supplies, standby diesel generators, battery banks, emergency lighting static inverters, power conditioning equipment, software and ancillaries.

KUP Ltd.'s customer-base spans a multitude of sectors including; financial services, telecommunications, IT, retail, transport, government, power, oil, gas, water, education, medical, leisure and manufacturing industries.

KUP Ltd is committed to helping clients reduce costs and improve their carbon footprint, KUP Ltd offers products delivering the combined benefits of the highest availability, lowest carbon footprint and lowest cost of ownership. As testament to this, our products frequently feature in the Carbon Trust's energy technology list for enhanced capital allowances.

Central to our product portfolio is a range of the highest quality, class-leading three-phase and single-phase uninterruptible power supplies. Developed to offer the highest levels of efficiency, availability, scalability and flexibility.

KUP Ltd has built an outstanding reputation for service excellence through its unrivalled pre and post-sales support. Our wide range of services includes initial site surveys, system design, installation & commissioning, preventative maintenance, training, remote monitoring and technical support. With 24/7 availability, all these services are delivered by a dedicated and extensive network of trained service engineers and service support staff to ensure life-long and reliable operation of the power protection solutions provided.

KUP Ltd.'s management system is certified to and complies with ISO 9001: 2015, ISO 14001: 2015 and ISO 45001: 2018. They are recognised as an Investor in People and has been certified under a number of SSIPs. These certifications offer guarantees that all the company's Health and Safety obligations are met.

KUP Ltd has a complete solutions approach to meeting its customers demanding and specific requirements. Each customer's needs are different. By combining its comprehensive product range and broad range of services with technical expertise and superior delivery, tailoring solutions to the customer's specific needs. From initial contact through installation, service, maintenance to disposal, KUP Ltd provides its customers with an unrivalled single source for complete power protection.

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The Management Team are committed to:

1. Understanding the environment within which the organisations operates.
2. Having in place documented procedures and processes, which specify how key company process are carried out.
3. Assessing and managing both the opportunities available to the business and the risks.
4. Continually improving, with the involvement of staff, the effectiveness of the Management system.
5. Ensuring that the staff understand the operation of the Management system and the implications of not complying with the requirements.
6. Ensuring that the importance of meeting the customer requirements is understood throughout the company.
7. Ensuring that customer existing and possible future requirements are understood and where practicable met in order to enhance customer satisfaction.
8. Ensuring that the company complies with all applicable statutory, regulatory and licensing requirements and has in place the necessary processes to ensure compliance.
9. Ensuring the availability of adequate resources, competence staff, infrastructure and suitable work environment.
10. Establishing process, product, individual and company objectives and ensuring that these objectives are communicated and reviewed regularly.
11. Monitoring and responding to customer feedback.
12. Ensuring that its contractors comply with the company's quality, health and safety and environmental requirements.
13. The annual review of the quality policy to ensure its continual suitability.

This Policy, supported by Procedures is communicated to all staff.

The scope of the certified management system covers:

The assembly, supply and installation of uninterruptible power supply systems (UPS), emergency lighting systems, generator sets, electrical switchgear and associated parts. The assembly, warehousing, test and repair of UPS units. The provision of a preventive maintenance and repair service.

The Managing Director is ultimately responsible for ensuring that the policy meets the requirements of the company and its stakeholders and for its overall performance and signs this policy statement in acknowledgement of this.

Signed:



Date: 08/01/21

David Renton (Managing Director)