

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, medical IPS, software and ancillaries.

KUP'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.

Central to KUP's 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 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 and 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's management system is certified to and complies with ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018. KUP is recognised as an Investor in People and certified under several SSIPs. These certifications offer guarantees that all the company's quality obligations are met.

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

The Management Team are committed to:

1. Understanding the environment within which the organisations operate.
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 its staff understand the operation of the management system and the implications of not complying with its 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 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 this policy to and where necessary amended and re-released.


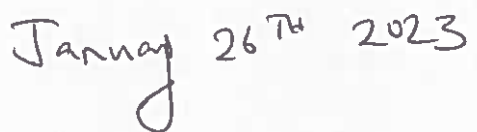
Copies of this policy and the procedures that support it are available to all staff on the "J" Drive. Copies of the policy are also displayed on the company notice board in the rest area.

Copies are available to interested parties on request.

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 quality 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: 
David Renton (Managing Director)

Policy review due January 2024.