

# QUALITY POLICY 2024

**KOHLER.** | UNINTERRUPTIBLE  
POWER

Established in 1996, Kohler Uninterruptible Power Limited (part of the Kohler Energy Group), is an established and well-respected company with a reputation based upon, passion, quality, innovation, reliability & integrity of power protection products, service excellence and customer satisfaction.

We work with a wide range of customers in a multitude of sectors including financial services, telecommunications, IT, retail, transport, government, power, oil, gas, water, education, medical, leisure and manufacturing industries.

Our commitment to providing a quality service drives all our operations, encompassing initial site surveys, system design, supply, installation, commissioning, training, preventative maintenance, remote monitoring, technical support, testing and repair.

Through our consultative and complete solutions approach, we strive to help customers find the most reliable and efficient solution to suit their business and requirements.

As a recognised Investor in People, we continuously invest in a dedicated network of trained service engineers and support staff which we seek views and advice from. Working together we proactively promote a positive approach to defining and improving quality.

We are committed in providing unrivalled pre-sales and post-sales service support, available 24/7, to ensure the lifelong and reliable operation of the power protection solutions we supply and to continue to meet the changing needs and expectations of customers.

Supported by a management system certified to ISO 9001:2015, ISO 45001:2018 and ISO 14001:2015 we actively develop, review, and maintain processes to enhance customer experience and comply with legal requirements. We are further certified by severalSSIP schemes to ensure we adopt industry best practices.

In adhering to this policy, we will:

1. Consistently deliver projects and services within agreed tolerances of quality, time, and cost
2. Ensuring that the importance of meeting customer requirements is understood throughout the company and where practicable future requirements met to enhance customer satisfaction.
3. Continually implement and improve our management system to ensure that it:
  - a. Documents how key company process are carried out.
  - b. Supports the business identify, assess, and manage quality risks.
  - c. Assigns quality accountabilities within the business as appropriate.
  - d. Outlines clear methods to deal with nonconformities, to help understand the root cause and how to implement corrective actions.
  - e. Continues to meet the needs of our business.
4. Set annual process, product, and company objectives which are measured, reviewed and progress communicated to relevant stakeholders a minimum of 4 times a year.
5. Provide adequate resources, appropriately qualified, skilled, and competent staff, and a suitable work environment to deliver our services and operation of our management system.
6. Establishing employees' objectives and monitoring career progression.
7. Encourage, monitoring and responding to customer and stakeholder feedback.



**INVESTORS IN PEOPLE**  
We invest in people Standard



Kohler Uninterruptible Power Limited

Registered office and contact address: Woodgate, Bartley Wood Business Park, Hook, Hampshire, RG27 9XA

Tel: 01256 386700 Website: [www.kohler-ups.co.uk](http://www.kohler-ups.co.uk)

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- 8. Ensuring that staff and contractors understand the operation of the management system and the implications of not complying with its requirements.
- 9. Ensuring that the company complies with all applicable statutory, regulatory, and licensing requirements.

This policy applies to all employees and those working with us or on our behalf. The successful implementation of the policy requires everyone to commit to cooperating and assisting us in ensuring all quality issues and risks are given suitable consideration.

The Managing Director has overall responsibility for ensuring that the quality policy is complied with. It will be reviewed at least once a year and at such other times as required, to ensure it remains appropriate to the requirements and objectives of our business.



**DAVID RENTON**  
Managing Director  
February 2024



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