

## MiCiM Quality Policy

### Purpose and Scope

This is the Quality Policy statement for MiCiM Ltd and covers all our operations inside and outside of the UK.

It is owned by the Director Responsible for Quality, Marc Beattie, and sets out our commitment to quality management across all our operations. This policy is put in place to ensure we continuously satisfy the needs of our clients and maintain ongoing relationship with them to grow our business. Both quality service and quality product delivery are the cornerstone to what we do.

### Our Commitment

We take our responsibility to manage quality very seriously. We see continual improvement not only as a business requirement but part of the MiCiM culture.

MiCiM recognise the benefits to be gained by following a set Quality Management System, and to that end we have developed ISO 9001 accredited processes that are combined with our ISO 45001 Health and Safety and ISO 14001 Environmental Management systems to ensure a robust and consistent delivery.

We are committed to meeting customer expectations and to being reliable in the delivery of a quality product on time and on budget.

Our achievement of, and improvement to specific quality KPIs is measured and audited.

### Responsibilities

Marc Beattie has overall responsibility for quality management in MiCiM, for the setting of KPIs and the processes we employ across our business.

The management of quality is everyone's responsibility however, and MiCiM expects each project leads to be accountable for all aspects of the management of quality on their project.

### Our Approach

We will establish our commitment to quality by demonstrating good planning, committing adequate resources and leadership; giving our staff the right information, advice, training and mentoring so they know their responsibilities and are competent and supported to achieve them.

MiCiM has a management system for quality which is integrated with our systems for managing Health & Safety and the Environment and backed up by our ISO 27001 Information Security System. The processes set out in this system have been developed to follow through the whole project life cycle and include the stages identified in the ASHRAE commissioning process. The Management System clearly identifies who is responsible, what is required at which stages of the project and gives tools to ensure these gateways are both carried out and recorded.

From the outset we will endeavour to work with our clients to provide a project programme that gives adequate time to achieve the quality product expected.

MiCiM will provide a suitable and safe working environment, and the necessary equipment for our staff.

The appearance and management of our projects should show all those attending site, whether to work or visit, that we respect them and that we expect them to respect all those working on the

site and the finished works. We hold everyone accountable for their behaviour. Providing a quality outcome for us and our clients.

Supplier selection is to be based on quality, ability, reliability, health and safety and environmental performance, and cost. Sufficient information is to be issued to allow them to accurately assess the detail of their works and a regular review of their performance is to be carried out.

Through the monthly Senior Management Team meeting and internal auditing process we have a channel of communication to encourage all employees to contribute to improvements in our quality management and performance.

We will seek feedback from our clients to measure customer satisfaction and commit to improving should this requirement be identified.

For further information, contact Marc Beattie.

A handwritten signature in black ink, appearing to read 'M Beattie', positioned above a horizontal line.

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**Marc Beattie**  
**Director**  
**MiCiM Ltd**

**Date: 18<sup>th</sup> October 2024**