Quality Policy

TAB Battery UK is committed to the provision of industrial energy solutions relating to batteries, management of battery charger installation and bespoke services that consistently meet customer, statutory and regulatory requirements, whilst enhancing customer satisfaction through the effective implementation and continual improvement of its Quality Management System.

The goal of the company is to achieve a high level of customer satisfaction through the delivery of reliable products and services, effective operational control and continual improvement. Understanding the organisation's context, the needs and expectations of interested parties, organisational knowledge, opportunities and risks, and long-term business sustainability are essential factors in achieving this goal.

TAB Battery UK believes in the concept of customers and suppliers working together in pursuing this policy and in continually striving for improvement in the management of industrial energy solutions relating to batteries, battery chargers, bespoke services, quality and safety, whilst ensuring that legal, regulatory and other applicable obligations and commitments are maintained.

The quality policy is based on three fundamental principles:

1. Ensuring that we fully identify and conform to the needs and expectations of our customers.

2. Reviewing our service provision processes, identifying potential errors, risks and opportunities and taking the necessary action to improve performance and effectiveness.

3. Ensuring that everyone understands their responsibilities, is competent to perform their role and strives to do the job right first time.

To ensure that the policy is successfully implemented, staff are responsible for identifying customer requirements and ensuring that the appropriate procedures and controls are followed to meet those requirements.

Objectives necessary to ensure that the requirements of this policy are met, and that continual improvement is maintained, will be established, monitored and reviewed through the Management Review process.

The quality policy principles and objectives will be communicated and made available to staff at all times. Training, awareness and competence development will form an integral part of the strategy for achieving our objectives.

The effectiveness of the Quality Management System, quality objectives and transition activities will be monitored through management review, internal audit, performance evaluation and continual improvement processes.

Within this policy we are committed to operating our Company under the disciplines and control of a Quality Management System that conforms to the requirements of ISO 9001:2015 and is integrated with other relevant management processes throughout the business.

As part of our commitment to continual improvement, TAB Battery UK is actively planning and implementing the transition of its management system to align with the intent and forthcoming requirements of ISO 9001:2026, whilst maintaining compliance with ISO 9001:2015 until formal transition and certification activities have been completed.

We are committed to maintaining the necessary quality approvals consistent with customer, statutory and regulatory requirements and to continually improving organisational performance, competence, knowledge management, risk-based thinking and business resilience.

Endorsed by TAB Directors: Date: 27/10/2026

David Wallace Andrew Riddle Tom Coyne

QD02.6 This policy is published on the company website

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