

## TERASAKI ELECTRIC (EUROPE) LTD.

### QUALITY POLICY

Terasaki Electric (Europe) Ltd (TEE) is an International company producing and distributing innovative circuit protection, control and system products for low voltage electrical energy distribution. We strive to apply best practice to all of our operations through effective leadership, communication and teamwork. By establishing best practice as a minimum, we ensure that a common approach is taken to follow and continually improve our processes and to manage business risk effectively.

We are dedicated to producing world class products and services which continue to fulfil and surpass our customer's requirements. We are committed to providing the highest quality product and services to our clients by operating and maintaining a Quality Management System (QMS) which meets the requirements of the International Standard (ISO 9001:2015) We work with our colleagues, clients, supply chain and interested parties in ensuring service delivery is achieved to the highest standard by:

- Regular gathering and monitoring of customer feedback;
- Effective leadership through consistent Management Reviews, Leadership Engagements and Objective and Target Reviews;
- Training and development for all our employees;
- Ensuring the foundations of effective management are established and maintained through our QMS processes;
- Continually improving and developing our QMS processes based on performance evaluations lessons learned and feedback;
- Continually monitoring and evaluating the quality of our delivery and performance through proactive engagements and risk-based reviews;
- Establish relationships with all stakeholders considering both the short and long term;

This policy is shared and communicated with our employees and other interested parties, as collectively their support and professionalism are essential in making it truly effective. The Policy has been defined by the Senior Management of TEE and is reviewed at the yearly Management review to ensure its continuing suitability and effectiveness and to ensure it remains appropriate to the company's activities.

It is the responsibility of TEE to provide adequate and appropriate resources to implement this policy and to ensure that we comply with any applicable statutory requirements relating to our product or service. Ultimate responsibility for the QMS is that of the MD but quality is the responsibility of everyone in the organisation. In recognising this the company has appointed a QHSE Manager to oversee all QA matters.

Signed by:



Tom Craig,  
Managing Director  
May 2025