

Reference:	B1-1 – Quality Policy
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## Quality Policy – ControlSoft Automation Systems Ltd.

ControlSoft Automation Systems Ltd. is committed to achieving and maintaining the highest standards of quality across all operations, both in office-based and site-based project activities. To continually meet and, where possible, surpass the expectations of our customers, ControlSoft Automation Systems Ltd. operates an Integrated Management System (IMS) which meets the requirements of the International Standard ISO 9001:2015.

ControlSoft Automation Systems Ltd. will ensure that all staff and approved subcontractors are appropriately trained and competent to undertake their tasks, thereby delivering the safe, reliable, and compliant automation solutions our customers expect throughout design, programming, testing, commissioning, and project handover.

It is company policy to deal efficiently and effectively with all customer concerns regarding service quality and to strive to resolve any such issues as quickly as possible and to the full satisfaction of our customers.

In undertaking a commitment to ISO 9001:2015, the organisation has also committed to the continual improvement of its IMS. This will be achieved through structured customer feedback, lessons learned from projects, staff input, supplier performance review, and regular internal and external audits.

We have established this quality policy to be consistent with the purpose and context of our organisation. It provides a framework for the setting and review of quality objectives, in addition to our commitment to satisfy applicable customer, regulatory, and legislative requirements, as well as our commitment to continually improve our management system.

Our policy is also to meet the requirements of other interested parties, including customers, employees, subcontractors, suppliers, and regulatory bodies, while meeting all statutory and regulatory responsibilities.

In line with the ISO 9001:2015 amendment on climate change, ControlSoft Automation Systems Ltd. also considers the relevance of climate change to our operations, projects, and stakeholders. We are committed to identifying and addressing risks and opportunities related to sustainability, energy efficiency, and environmental regulations that may impact our projects and services.

We have produced quality objectives which relate to this policy and the organisation, and they can be found in document B1-2 – Quality Objectives.

This policy is communicated to staff through inductions, training, and display in our offices and workshops, published on our website, and made available to all interested parties upon request.

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Signed: \_\_\_\_\_  
**Dermot Carragher**  
**Managing Director**

Date: 18<sup>th</sup> September 2025