



Zenergy Connecy

CREATING A GREENER WORLD

Quality Policy Statement

Context

Zenergy Connect Ltd. has established a comprehensive policy affirming our unwavering commitment to quality. This policy supports our strategic vision, company values and commitment which centres on achieving, sustaining, and elevating our esteemed reputation as a provider of turnkey solutions, which provide a nationwide, EV roll out to businesses and communities across the UK.

Our ethos is rooted in adaptability to the dynamic network landscape, forward-thinking planning, and a steadfast dedication to implementing innovative engineering solutions which is achieved through:

- Having a clear purpose
- Choosing quality over quantity
- Working collaboratively
- Being open and transparent

Policy

At Zenergy Connect Ltd., it is our policy to deliver professional services to our customers that adhere rigorously to agreed standards, specifications, timelines, and pricing parameters. Our team includes diverse professionals and specialised engineers who are dedicated to surpassing the expectations of both our partners and customers.

To uphold this commitment, we have implemented a robust Quality Management System (QMS) designed to align with the stringent requirements of ISO 9001:2015.

It is the policy of Zenergy Connect Ltd., to:

- Ensure that Customer requirements and expectations are fully understood, standards created, and service delivery continually monitored against these standards.
- Consistently meet Customer requirements by quality performance and the adoption of best



practice

- Provide the right organisation, facilities and resources and employ the right people to ensure quality services which fulfil the Customer requirements effectively and efficiently.
- Look to continually improve Quality performance through regular communication, monitoring, audit, and review and through setting goals, targets and sharing best practice.
- Adopt best practice and learning from all sources where it will lead to a sustained overall improvement in Quality performance.
- Stimulate a commitment amongst all employees to provide the service delivery and workmanship required by our customers.

We are committed to:

- Ensuring that work is conducted in a controlled, coordinated manner, the company will co-operate with customers and contractor companies attending our premises/sites.
- Reviewing operational performance at regularly held management meetings, using appropriate measures, including leading and lagging indicators, nonconformity analysis reports and audit information.
- Demonstrating an adherence to the requirements of ISO9001:2015 and the requirements of our quality management system. We will prove this by internal audit along with audits from a UKAS Accredited Certification Body.
- Promote quality matters as an integral part of the management of the company to the workforce through regular communications, meetings, literature, and site visits.
- The implementation of the QMS is mandatory, but its success can only be achieved by the participation and commitment of everyone. All employees will receive full support to ensure the QMS is understood, implemented, and maintained throughout.

It is our responsibility to ensure the QMS functions correctly and its effectiveness is maintained through monitoring, control, audit, and review.

The strategic direction of the company is to connect people, businesses, and communities through reliable, sustainable networks whilst at the same time ensuring environmental compliance and adherence to sustainability reporting directives. This Policy will be effectively communicated to all employees and undergoes an annual review to ensure its ongoing relevance and effectiveness.

The Directors and Senior Managers of Zenergy Connect Ltd. will ensure through positive leadership, active participation, and encouragement that employees are motivated toward the aims of this policy.



Signed on behalf of GL Telecoms Ltd.

J Salisbury

John Salisbury
Managing Director

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