

POLICY STATEMENT

THE GIFFEN GROUP PLC QUALITY POLICY

The Giffen Group plc originally established in 1909, is a reputable supplier of electrical services operating in the electrical engineering and contracting industry. The company provides flexible, high quality services to its clients in the rail and underground sectors and to all manner of industrial and commercial organisations within the private and public sectors. These services include contracting and installation, the manufacture and installation of switchboards and control panels and the test and commissioning of security and communications systems.

The Giffen Group plc strives to ensure complete customer satisfaction and that all customers receive a high quality of service which complies with the requirements of BS EN ISO 9001:2008 and the following objectives:-

- The service provided by the company complies with the agreed specification and conditions of contract and regulatory requirements.
- All contracts and sales orders will be executed with economic and timely activity, so as to be mutually beneficial to the company and client.
- The services offered by the company compare favourably with the best standards of the industry and associated activities.

These objectives will be achieved by:

- Systematic control of our processes and activities.
- Utilisation of well-managed resources.
- Achieving high levels of quality in all communications.
- Working to formalised procedures, designed to eliminate deficiencies.
- Promoting a continual improvement of our processes.

At The Giffen Group plc we recognise the importance of applying quality management methods to our business and have made quality a discipline central to our operation, we undertake to ensure that quality is everyone's aim throughout the organisation and that all employees, and where necessary sub-contractors and suppliers have a sound understanding of the importance of our management systems and their direct effect to our continuing success.

The Giffen Group plc management systems are subject to regular audits and management review in order to detect and prevent the occurrence of problems as well as proactively introducing, developing and continually improving the system further to ensure full compliance and support of our company policies.



Jonathan Giffen,
Chairman,
30th January 2009