



Quality Policy

A handwritten signature in black ink, appearing to read 'Paul Hamilton', is positioned above the name.

Paul Hamilton, Director

Hamilton Energi Ltd

QUALITY POLICY

September 2026

Our Mission

We will meet or exceed our clients' expectations by continuously improving and updating the skills and resources needed for demand driven education, training, and development.

Goals and Vision

Help our employees achieve their full potential through quality training and recognition of prior learning.

Operate within the ethos of ISO 9001.

Work in partnership with our employees and clients and enhance their respect and loyalty.

Maintain beneficial supplier partnerships to ensure that our needs and expectations for quality products and services are met.

Maintain a participatory work ethic, rely on the innate excellence of our staff, and provide a culture in which they excel.

Maintain a passion for continuous improvement and continuously improve processes and related services.

Quality Management System

The Quality Management System (QMS) is that part of our overall business system which implements our Quality Policy, establishes procedures for providing service which meet or exceed client expectations, and satisfies external quality system requirements. The QMS includes the policies, procedures, organisational structure, requirements, and responsibilities for achieving our quality policy. The foundation for our QMS is found in our company's stated values, beliefs, and culture.

This Quality Manual and its associated procedures establish and document how we implement, maintain and continually improve our QMS. It also identifies the criteria and methods required to ensure effective operation and control of the system, and identify the measurement, monitoring, analysis, information, and actions necessary to achieve planned results and continuous improvement.

Management responsibility

Senior Management provides evidence of its commitment to the development and improvement of the quality management system through both words and actions. We ensure that our Mission, Quality Policy, Values, Beliefs and Organisational Culture are understood, implemented, and maintained at all levels of the organisation through documented training, regular communication, verbal reinforcement, and rewards.

Client focus

Our Mission Statement and Quality Policy articulate our commitment to our clients. Client expectations must be determined, understood, converted into requirements, and have processes designed to exceed them to fulfil this Mission and Quality Policy, daily. Staying close to our clients is our primary method of determining and understanding their requirements and expectations, and we accomplish this objective through a multitude of channels. These communications and interactions ultimately yield clear, explicit requirements and expectations. The QMS ensures that these requirements are fulfilled with the aim of exceeding client expectations

Quality Policy

Our Quality Policy specifies the Degree of Excellence as "all activities of the organisation will be carried out in a systematic manner in accordance with defined and documented Policies and Procedures, will meet applicable legislative requirements, will be visible and auditable, and will ensure that the needs of clients, Staff and Stakeholders are met".

This policy is intended to be used for guidance only and does not give rise to any contractual entitlement on the part of the employees.

The Company reserves the right to review and amend, or withdraw this policy at any time

We realise that Quality is the responsibility of all personnel and therefore will promote a Quality Culture within the Organisation by means of sharing information, including personnel in decision making and delegating specific Quality Management functions, e.g., Quality System maintenance, to suitably skilled and competent persons.

Where deficiencies are found, related to the operation of the QMS, corrective and preventative action will be taken to ensure continual improvement of TP policies and procedures. The Quality System has the full commitment of Management.

Quality management system planning

Our QMS identifies and plans for the resources needed to ensure that our quality objectives are met. This includes the identification and planning of QMS processes, the resources needed to ensure its successful implementation, and objectives for continuous improvement. Any changes to the system are conducted in a controlled manner so that the integrity of the QMS is continually maintained.

Responsibility, authority, and communication

The following have the key responsibilities and authority for maintaining the integrity of our Quality Management System:

Senior Management –

Senior Management is responsible for Strategic Planning and Quality Improvement Process Planning, the development of our Quality Policy, Vision, and Values & Beliefs, and provision of the necessary resources for accomplishing our goals and objectives. Additionally, Senior Management is responsible for conducting quality system reviews on an annual basis.

Operational Management –

Is responsible for the execution of the Strategic Plan, budgeting, and implementation of the Quality Management System and Policies are the responsibility of Managers throughout the organisation. This explicitly includes responsibility for implementation of our Quality Policy and ensuring adherence to our Values and Beliefs throughout the organisation units for which they are responsible.

Employee Responsibility –

All employees are responsible for the quality of their work and for their part in the overall processes used to provide products and services to our customers. Employees will identify and record any problems relating to the product, process, and Quality System. Employees are also the key participants in process improvements and the identification of measures needed to ensure the continued success of our continuous improvement process. They will initiate, recommend, or provide solutions through the Corrective/Preventive Action Program.

Internal communication

We ensure communication regarding QMS processes and their effectiveness between all levels of our organisation through documented training and regular formal and informal communication methods.

Representatives from Senior Management, Operational Management and staff will constitute the QMS Review Committee. This committee will conduct an annual QMS review to ensure the continuing suitability, adequacy, and effectiveness of the Organisation. At this review, several Quality Management System components are reassessed to ensure that they remain current and applicable with business trends and market shifts. These include the Mission Statement and Quality Policy, Values and Beliefs, annual quality objectives, and the need for changes to the QMS.

The QMS review also includes a review of current performance and opportunities for improvement related to follow-up actions from earlier reviews, customer feedback, the internal audit program, the corrective/preventive action program, the preventive maintenance program, process performance and product conformance data, and other changes that could affect the QMS.

Provision of resources

This policy is intended to be used for guidance only and does not give rise to any contractual entitlement on the part of the employees. The Company reserves the right to review and amend, or withdraw this policy at any time

Appropriate resources, including trained employees, are identified, and provided throughout the documented quality system. These include the resources needed to ensure implementation and improvement of the QMS, conduct audits/due diligence, and address customer satisfaction. We believe that our employees are our most valuable assets.

We determine employee training, awareness, and competency needs through a variety of methods. All employees are evaluated and qualified based on documented or demonstrated competencies. Qualification records for all employees are maintained.

We develop and provide training that balances organisational competency needs with the development and career needs of our employees. When a procedure is updated and implemented, those employees responsible for that specific process are trained prior to deployment of the new or changed process or procedure. We maintain records for all training received.

We evaluate the effectiveness of the training through immediate feedback and longer-term evaluation through the employee performance review process. We ensure that our employees are aware of the relevance and importance of their activities and how they contribute to the achievement of our quality objectives. We have identified and will manage the human & physical factors needed to achieve success learning and exceed client expectations. A suitable working environment is maintained to ensure product quality.

Measurement, analysis, and improvement

Clients are the reason we exist and drive our quality policy “to meet or exceed client expectations”. We collect, monitor, and evaluate information on client satisfaction to determine how well we are performing against this critical objective. Our objective is to be particularly responsive to dissatisfaction or complaints. Anyone receiving a complaint has the responsibility for documenting the complaint in accordance with procedures. In addition, the person receiving the complaint will try to solve the problem immediately. If that individual cannot resolve the problem, then the problem will be transferred to an appropriate member of management for resolution.

Internal audits are critical to the success of our Quality Management System. They help to determine the effectiveness of the system, as well as to identify opportunities for improvement. If the system is effective, internal audits can aid in identifying additional opportunities for improvement. If the system is not effective, internal audits will help determine the scope, nature, and source of the problem as well as possible corrective actions needed to achieve effectiveness. The results of these audits form an integral part of the continual improvement process which helps maintain the ethos of ISO 9001.

We will use the results of self-assessments to identify current strengths and weaknesses, and to identify opportunities for continuous improvement.

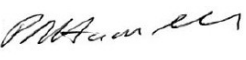
Continual improvement

We plan and manage the processes necessary for the continual improvement of the QMS through the establishment of objectives, the planning of the process, the provision of resources and information needed to carry out the process, the monitoring of related measures needed to assess process effectiveness and efficiency, and the identification/implementation of actions needed to achieve desired results.

Company Directors acceptance of responsibility for the policy and its implementation

As Directors of Hamilton Energi Ltd We accept responsibility for ensuring that Directors of Hamilton Energi Ltd is managed in a manner that will provide compliance with Directors of Hamilton Energi Ltd legal obligations and conformity with the objectives and requirements as detailed in this Policy.

Name: Paul Hamilton (Director)

Signature: 

Date: September 2026