

Integrated Management System Objectives

We are committed to providing our customers with innovative products and services, consultancy and training which deliver tangible benefits for their businesses enabling them to create safer, stronger, and smarter networks for today and the future.

To ensure we meet and fulfil our responsibilities and obligations to all our customers, staff, subsidiaries, suppliers, and shareholders we are committed to achieving the Objectives set out below:

- To ensure 100% of all opportunities are reviewed monthly
- To ensure 100% of all quotes are followed up within 5 days
- To deliver 100% of contracts by agreed date
- To solicit feedback from 100% of active customers each year and act on any improvement opportunities
- To acknowledge within two working days any customer representations and provide on-going feedback until the issue is resolved
- To continuously improve the quality and reliability of all goods and services supplied by the company
- Fully engaged, motivated and appropriately skilled work force assessed through annual IIP survey
- Remain compliant with legal and other requirements
- Adequately control risks arising from work activities
- Provide safe and healthy working environments
- Ensure that staff are competent in fulfilling their roles safely
- Involve people from different parts of the organisation to make safety a shared responsibility
- Minimise the carbon impact of building use at Capenhurst
- Make products which have a minimal negative impact on the environment throughout their whole life cycle
- Ensure waste is managed in a sustainable manner, following the waste hierarchy
- Minimise the carbon impact of business and personal travel

Robert Davis
(CEO, EA Technology Ltd)

Signed: 

Date: March 2021

Safer, Stronger, Smarter Networks

Australia | China | UK | Singapore | USA

