



Quality Policy Statement

ICAX Ltd is an independent renewable energy company, formed in 1999 to provide Interseasonal Heat Transfer to construction industry projects in the public and private sectors.

ICAX Ltd is dedicated to the quality policy that ensures that its products and services fully meet the requirements of its customers both in construction and subsequently in use. The goal of ICAX is to achieve a high level of customer satisfaction at all times. Commitment to the implementation of supporting managerial and business operational systems is essential to realising that goal.

ICAX Ltd believes in the concept of client and supplier working together in pursuing this policy and in continually striving for improvements in service quality. The quality policy is based on three fundamental principles:

1. Ensuring that we fully identify and conform to the needs of our customers.
2. Looking at our service provision processes, identifying the potential for errors and taking the necessary action to eliminate them.
3. Everyone understanding how to do their job and doing it right first time.

To ensure that the policy is successfully implemented, staff are responsible for identifying customer requirements, and ensuring that the correct procedures are followed to meet those requirements.

Objectives needed to ensure that the requirements of this policy are met and that continual improvement is maintained in line with the spirit of the policy, are set, determined and monitored at Management Review.

The quality policy principles and objectives are communicated and available to staff at all times. Training is an integral part of the strategy to achieve the objectives. Within this Policy we are committed to operating ICAX Ltd under the disciplines and control of a Quality Management System conforming to the International Standard ISO 9001:2000, planned and developed jointly with our other management functions. We are all committed to operating continuously to this standard and we will maintain standards consistent with our customers' requirements.

ICAX Ltd constantly reviews and improves its services to ensure tasks are completed in the most cost effective and timely manner for the benefit of our customers.

We ensure that all our personnel understand and fully implement ICAX's policies and objectives and are able to perform their duties effectively through an ongoing training and development programme.

A handwritten signature in blue ink that reads "Edward Thompson".

Director
15 June 2021