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Quality Policy

It is the Mission of the nZero Group to be the integrator of choice within our chosen markets delivering sustainable growth through a quality customer experience.

This is to be achieved by establishing, implementing and maintaining an effective Quality Management System (QMS) to ensure the needs and expectations of our Clients, Stakeholders, and interested parties are met.

Scope

“Design, manufacture, assembly, installation, commissioning and project management of electrical, instrumentation, analytical and control systems.”

Leadership and Commitment

Thyson Technology, an nZero Group company, supply globally to the utilities, gas distribution, process, oil & gas, petrochemical, power, steel and nuclear industries. Thyson shall establish, implement and maintain a QMS that conforms to ISO 9001:2015, this shall encompass Thyson's activities globally at our Client's/Supplier's sites or at the Head Office Facility in Cheshire. The QMS shall be externally certified to ISO 9001:2015 by an appropriately UKAS accredited organisation. The aim of the Senior Leadership Team is to continually improve in all areas of our business performance and the QMS. The Senior Management Team is committed to; setting, monitoring and achieving Quality Objectives and Targets; achieving conformity of our products and services; promoting continual improvement; addressing business contexts risks, improving customer satisfaction and achieving strategic goals.

Responsibility

- **Senior Management Team** have overall responsibility for all Quality matters and for ensuring the Quality Policy and Management System is relevant and effective and appoint a representative (Quality Manager) to facilitate this process. The Senior Management Team shall work towards achieving Quality Objectives and Targets to ensure continual improvement. The Senior Management Team shall continually review the Company's resources to ensure that adequate financing, staff, equipment and materials are available for the QMS and to meet Client requirements and expectations.
- **Quality Manager** shall be responsible for ensuring that the QMS conforms to the requirements of ISO 9001:2015 Standard; for validating that the processes and Quality Objectives and Targets are delivering their intended outputs; reporting on the performance of the QMS to the Senior Management Team; communicating this policy and QMS strategy to all Thyson personnel.
- **All Employees, Suppliers and Sub-contractors** are expected to co-operate and assist in the implementation of this policy and co-operate with the Company in complying with duties and requirements imposed by relevant statutory provisions, Company procedures and with any Quality Assurance duties and requirements imposed by management. All share the authority and responsibility for continual improvement of the Quality and Environmental Management System including the identification of Non-Conformances, Innovations and Opportunities for Improvement (OFIs), and recording these instances facilitating corrective actions, both to rectify the immediate situation and to prevent recurrence.

Signed:



M. Allen, Managing Director

Date signed: 14/01/2026