



## TROPAC Quality Policy

TROPAC Industrial Electrical Solutions is committed to creating employment and enriching the lives of our people.

### Core Values

**One Team:** One Team that works together for the benefit of all, making the whole greater than the sum of the parts. We're a family that serves each other with compassion and respect, celebrating every win as our own and supporting those who need help.

**I am responsible:** I am responsible means taking ownership and acting with integrity, honesty, and transparency. Our passion to be the best, means we focus on reputation before revenue, always looking for new ways to improve.

**Impeccable customer experience:** Impeccable customer experience is our constant goal, and it means that every interaction a customer has with us is the best it can be. The customer's pain is our pain, and our first question is always "What's best for the Customer?" We put the customer's needs first because we're passionate about what we do and the TROPAC brand.

### Trust

Trust is critical. Customers can trust that we will be everything we say we are, and more. Suppliers trust us to keep to our payment terms and deal fairly with them. We can trust each other to help and support us without fail.

### Reliability

We will be renowned for our reliability. TROPAC will be the benchmark in the industry for being dependable, consistent, and professional. Customers will rely on us without hesitation.

### Value

We exist to create value, whether for customers, suppliers, or fellow staff members, we will always seek to give more. In giving, we will receive.

### Education

Education is the key to the company's success. The more we learn, the stronger we become. The more we educate our customers, the stronger the relationship becomes. We will invest more in training than any competitor.

### How we do this

It is TROPAC's objective to continually improve quality of product, service and systems that will meet all industry and legislative requirements and specification of our customers. Our Quality Management System is based on the requirements of ISO 9001:2018 and staff are in support of our system. Our Quality Policy and Objectives are established and reviewed by Management to ensure that our system continues to be appropriate to the purpose of the organisation to meet the needs of our customers. We seek to continually improve our Quality Management System by encouraging feedback from staff, suppliers, and customers.

17.09.24

Anthony Hungerford

Anthony Hungerford, CEO

