



CHAMELEON[®]
TECHNOLOGY

POL006 Quality Policy

Issue 12

<i>Date: April 2026</i>	<i>Issue No.12</i>	<i>Classification: PRIVILEGED</i>
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CHAMELEON TECHNOLOGY QUALITY POLICY & STATEMENTS

The objective of Chameleon Technology (UK) Limited is the **‘development & manufacture of bespoke in-home displays and related feedback and awareness products for the global smart meter market’**, and to supply these products and services in such a way as to consistently satisfy the needs and expectations of its customers.

In order to achieve the quality objectives, the company will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2015.

Quality Statements

The company will:

- Achieve and maintain a level of product quality which enhances the Company's reputation with customers.
- Monitor the effectiveness of its business processes and objectives through Management Reviews.
- Monitor customer satisfaction and proactively seek feedback from customers on how well its products/services meet their requirements.
- Monitor customer contract deliverables to ensure KPI's are monitored and met.
- Analyse the causes of any complaint or problem and take appropriate action to prevent recurrence.
- Analyse the causes of any product return and take appropriate action to prevent recurrence.
- Provide a work environment that promotes the well-being of its employees.
- Encourage all employees to identify problems and make suggestions to improve all aspects of the company's products/services and business processes. Record any suggestions in the Improvements Log.
- Ensure that all employees are aware of the Quality Policy and are committed to the effective implementation of the Quality Management System.
- Ensure that the company's products comply with all necessary regulatory and legal requirements.

The continual improvement of the effectiveness of the company's Quality Management System is fundamental to the success of its business and must be supported by all employees as an integral part of their employment.

Signed on behalf of the Operational Board:



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The Operational Board

Have the responsibility to:

1. Provide ISO 9001 direction and focus as applicable to Chameleon Technology (UK) Ltd (CTL) business.
2. Ensure that adequate infrastructure is provided to support working environment and achieve quality objectives.
3. Ensure staff or associates who carry out services for or on behalf of CTL, are selected in line with business, contractual and quality requirements.
4. Conduct management reviews of the quality system.
5. Review staff responsibilities and personal development needs.
6. Periodically review and authorise policy, objectives and processes.
7. Communicate the policy across the organisation.
8. Nominate the Quality Representative.
9. Define the company structure and organisation.
10. Authorise all purchasing including selection, evaluation and re-evaluation of suppliers.
11. Promote a culture of quality and continuous improvement.

The Head of Quality

The Head of Quality's foremost responsibility shall be to the Quality Management System, uncompromised by any other duties.

Has the responsibility to:

1. Develop existing and new Quality processes/procedures in line with ISO 9001 and company requirements.
2. Coordinate and participate in ISO 9001 management reviews.
3. Ensure the Quality Management System is current and operated effectively by all staff.
4. Ensure staff are developed to apply the processes/procedures appropriate to their own responsibilities.
5. Consult with staff where problems with operation of any particular process/procedure are identified along with appropriate action required.
6. Consult with appropriate staff to ensure they are kept informed of any changes to quality processes/procedures.
7. Operate the ISO 9001 Management System and procedures as appropriate to own activities and responsibility's
8. Ensure the Quality Management System is fully implemented.

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9. Monitor and maintain the effectiveness of the Quality Management System, continually seeking scope for improvement.
10. Promote awareness of quality principles and the need to achieve total client, both within the company and to any persons conducting work for or on behalf of the company.
11. Periodically, review the Improvement log to ensure all actions are being resolved and all persons with actions are fully aware and understand them.
12. Liaise with external assessor/awarding body to arrange audits and clarify requirement's
13. Ensure periodical internal audits of the Quality system are carried out.
14. Perform internal audits on departments and/or processes as per the audit schedule
15. Ensure the training needs of staff are identified and addressed in relation to the Quality Management System.
16. Ensure the Quality Management System enables compliance to all current legislation and any other requirements
17. Investigate customer complaints and ensure closure of any corrective and preventive actions.

Quality Team

Have the responsibility to:

1. Develop, implement, and maintain the QMS.
2. Translate the quality policy into measurable objectives.
3. Monitor and report on quality performance.
4. Conduct internal audits and coordinate external audits.
5. Identify areas for improvement and lead corrective actions.
6. Ensure staff are trained on quality procedures and standards.
7. Objectively evaluate QMS conformance.
8. Report findings to management.
9. Raising, monitoring of progress and closure of corrective actions and observations.
10. Support supplier quality management, approval process and development,
11. Maintain up-to-date quality documentation
12. Collect and analyse data related to product quality, process performance, and customer feedback.
13. Supervise or perform inspections at various production stages.
14. Ensure incoming materials, in-process components, and finished products meet specifications.
15. Perform root cause analysis for defects and implement corrective actions.

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16. Work with design and production teams to ensure quality is considered early in development.

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Department Heads

Have the responsibility to:

1. Integrate quality objectives into departmental goals.
2. Ensure team compliance with quality standards.
3. Monitor performance and escalate quality issues.
4. Support QA in audit and compliance efforts.
5. Facilitate training and awareness in their teams.

All Employees

Have the responsibility to:

1. Understand and apply the quality policy in daily work.
2. Follow established processes and procedures.
3. Report quality issues or non-conformities.
4. Participate in training and continuous improvement efforts.
5. Take ownership of quality in their specific tasks.

Internal Auditors

Have the responsibility to:

1. Objectively evaluate QMS conformance.
2. Identify opportunities for improvement.
3. Report findings to management.
4. Raising, monitoring of progress and closure of corrective actions and observations.

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