



Quality Policy Statement (LES)

At Mitsubishi Electric Living Environment Systems (LES), we are committed to maintaining our market-leading position through a culture of excellence, innovation, and continual improvement. Our vision, Ai25 (Advancement & Innovation), supports the transition to a low-carbon future aligned with the UK government's Net Zero by 2050 target, and we are dedicated to helping our customers reduce carbon emissions through sustainable heating, cooling, and ventilation solutions.

To support this vision, our Quality Policy is founded on the following principles:

- **Customer Focus and Service Excellence**

We are committed to enhancing the customer experience through consistent delivery, responsiveness, and continual improvement of our products and services. We aim to exceed customer expectations through a "right first time" approach and industry-leading initiatives such as our Partner Programme, 7-year warranty, Green Gateway, and The Learning Curve.

- **Market Growth and Innovation**

We will strengthen our market presence by building on our existing capabilities and innovating to meet emerging customer needs. This includes expanding into new markets and creating value for both existing and prospective customers.

- **People Development and Workplace Safety**

We recognise that our people are our most valuable asset. Through our Branch Academy, we will invest in ongoing training, development, and safety to ensure our team is equipped to support our growth objectives and deliver operational excellence.

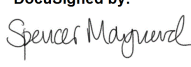
We are committed to:

- Achieving year-on-year growth through a focus on People, Product, Processes, and Market.
- Operating an effective Quality Management System that complies with the requirements of ISO 9001:2015.
- Satisfying applicable legal, regulatory, and customer requirements.
- We proactively identify and address risks and opportunities to ensure effective mitigation, enhance customer satisfaction, and drive continual improvement of our quality management system.

This Quality Policy establishes a framework for setting and reviewing quality objectives and is effectively communicated and understood across our organisation. It is reviewed regularly to ensure its continued relevance and alignment with our strategic direction.

This statement also aligns with our Branch Integrated Management System (IMS) and supports readiness for the upcoming Governance Standards release

All personnel share responsibility for implementing this policy and upholding our commitment to quality. The policy will be reviewed and updated as needed by the Senior Leadership Team to ensure it remains current and appropriate.

DocuSigned by:

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Spencer Maynard
Divisional Manager

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