

QUALITY POLICY

APRIL 2026



Established in 1996, Uninterruptible Power Limited (part of the Rehiko Group), is an established and well-respected company with a reputation based upon, passion, quality, innovation, reliability & integrity of power protection products, service excellence and customer satisfaction.

We work with a wide range of customers in a multitude of sectors including financial services, telecommunications, IT, retail, transport, government, power, oil, gas, water, education, medical, leisure and manufacturing industries.

Our commitment to providing a quality service drives all our operations, encompassing initial site surveys, system configuration and solution design (to customer requirements), supply, installation, commissioning, training, preventative maintenance, remote monitoring, technical support, testing and repair.

Through our consultative and complete solutions approach, we strive to help customers find the most reliable and efficient solution to suit their business and requirements.

We continuously invest in a dedicated network of trained service engineers and support staff which we seek views and advice from. Working together, we proactively promote a strong quality culture where everyone is responsible for meeting requirements and continually improving how we work.

We are committed in providing unrivalled pre-sales and post-sales service support, available 24/7, to ensure the lifelong and reliable operation of the power protection solutions we supply and to continue to meet the changing needs and expectations of customers. We are also committed to satisfying applicable requirements (customer, statutory and regulatory) and to continual improvement of our quality management system.

Supported by a management system certified to ISO 9001:2015, ISO 45001:2018 and ISO 14001:2015 we actively develop, review, and maintain processes to enhance customer experience and comply with legal requirements. We are further certified by several SSIP schemes to ensure we adopt industry best practices.

In adhering to this policy, we will:

1. Consistently deliver projects and services within agreed tolerances of quality, time, and cost
2. Ensuring that the importance of meeting customer requirements is understood

throughout the company and where practicable future requirements met to enhance customer satisfaction.

3. Continually implement and improve our management system to ensure that it:
 - a. Documents how key company process are carried out.
 - b. Supports the business identify, assess, and manage quality risks.
 - c. Assigns quality accountabilities within the business as appropriate.
 - d. Outlines clear methods to deal with nonconformities, to help understand the root cause and how to implement corrective actions.
 - e. Continues to meet the needs of our business.
4. Set annual process, product, and company objectives which are measured, reviewed and progress communicated to relevant stakeholders a minimum of 4 times a year. Provide adequate resources, appropriately qualified, skilled, and



Rehiko

Rehiko Uninterruptible Power Ltd. Woodgate, Bartley Wood Business Park, Hook, Hampshire, RG27 9XA

Registered in England No. 3150129

Tel: +44 (0) 1256 386700 Website: www.ups.rehiko.co.uk

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competent staff, and a suitable work environment to deliver our services and operation of our management system.

5. Establishing employees' objectives and monitoring career progression.
6. Encourage, monitoring and responding to customer and stakeholder feedback.
7. Ensuring that staff and contractors understand the operation of the management system and the implications of not complying with its requirements.
8. Ensuring that the company complies with all applicable statutory, regulatory, and licensing requirements.
9. Consider how climate change may impact the company, employees and interested parties.
10. This policy applies to all employees and those working with us or on our behalf. The successful implementation of the policy requires everyone to commit to cooperating and assisting us in ensuring all quality issues and risks are given suitable consideration. Other group entities apply aligned local arrangements where applicable.

The Managing Director has overall responsibility for ensuring that the quality policy is complied with. It will be reviewed at least once a year and at such other times as required, to ensure it remains appropriate to the requirements and objectives of our business. It is communicated to employees through induction and ongoing communications and is available to relevant interested parties on request and via our website.



Peter Dowling

Managing Director

April 2026

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