

Timeguard, as a trading division of Deta Electrical Company Limited, aims to be a leading supplier of electrical products to the UK and export markets and to supply products that are approved in accordance with relevant British and IEC standards.

We recognise the importance of our customers as partners and are committed to building long term relationships through

- Transparent commercial agreements
- Holding sufficient levels of stock to service our markets
- Despatching orders in good time
- Getting it right first time
- Working to achieve a satisfactory and timely resolution where problems occur
- Supporting and communicating with our customers via in-person meetings, telephone, email communications, our websites, product brochures and social media posts.

We recognise the importance of our suppliers as partners and work closely with them to

- Ensure a reliable supply chain
- Develop products to meet the requirements of our markets
- Ensure that that they are a reliable partner through audit and measurement.

People are at the centre of our business, and we have a dedicated, enthusiastic and competent team of people who are committed to delivering quality as part of their daily activities. We achieve this by induction and review, communication, management support, ongoing training in best practice and providing opportunities for personal development in line with company objectives.

We aim to be a company that can be trusted

- By ensuring products are of high quality by working closely with our suppliers through their design, development, testing and manufacturing stages to meet industry standards and satisfy customer needs
- Through our product knowledge and industry experience to bring to market products and solutions that meet the needs of our customers

- By striving for best in class customer service through dedicated, specialist teams offering customers a streamlined experience of sales, customer service and technical support.

We aim to be an ethical company

- Through our commitment to social responsibility by acting in the best interests of society and the industry in which we operate
- By building an inclusive community that is accepting of individual differences and enabling employees to realise their full potential
- Through developing a sustainability programme that takes account of the requirements of our customers, our internal operations and our supply chain.

We aim to be a progressive company

- By ensuring our products meet the ever-changing needs of the market through innovation, product design and ease of installation
- By embracing digitalisation that supports the requirements of our stakeholders and maximises our value chain
- By our infrastructure through our purpose-built facility, cloud-based systems and streamlined operations to provide a platform to deliver our customers best-in-class service.

Our approach is underpinned by our quality management system registered to ISO 9001 which provides the framework for assessing risks and opportunities, setting quality objectives, managing processes across our entire supply chain, ensuring effective use of resources, measuring performance and continually improving as a business.

**Endorsed:** Andy Douglas – Timeguard Managing Director