

# Quality Policy Statement

NorthPoint Technical Services, ULC (NorthPoint) is fully committed to being a leader as a service provider in the field of electromechanical service and supply. Our Quality Management System and highly experienced, technically trained staff ensure the level of quality our customers rely on and expect.

NorthPoint's mission includes our goal to provide our customers with the highest level of quality and service, and our people with the tools and opportunity to strive for operational excellence every day.

In order to achieve this NorthPoint is committed to:

- fulfilling or exceeding customer needs and expectations by delivering quality products and services in a consistent and timely manner;
- promoting and maintaining our commitment to continual improvement and communicating our goals and objectives to every employee;
- ensuring a working environment where the necessary training and equipment are provided for all work to proceed in a safe and efficient fashion;
- furnishing a system of policies and procedures in compliance with ISO 9001:2015 and other quality standards to which we subscribe, that enables the ability of all groups to perform their work effectively; and
- complying with applicable legal and other requirements.

This approach is fundamental to the success of our business, is fully supported at all levels of management, and is considered a personal responsibility of all NorthPoint employees.



Paul Crawford  
Chief Executive Officer  
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