

# COMPANY POLICY

## QUALITY

The company is committed to providing a high quality service for the design, installation and commissioning of utility networks across the Power, Water, Telecoms and Oil & Gas sectors, including operations on Network Rail's infrastructure, to the total satisfaction of the client.

We will endeavour to deliver our projects to a high standard of workmanship, within budget and time, safely and ensure that due consideration is paid to the needs of both internal and external parties including our clients, customers and the general public.

In order to maintain and improve the Quality of our Service, a Quality Management System registered to ISO 9001 has been developed which defines our policies, organisation and procedures.

We believe the quality of the company's service is achieved by providing well trained experienced personnel in all areas along with reliable, appropriate equipment, and well run systems.

Therefore, we will:

- Meet the requirements of applicable legislation, regulation and standards
- Ensure suitable and sufficient resources necessary to fulfil the requirements of the Quality Policy and the Customer's needs will be provided.
- Communicate the Quality Policy and its importance to all employees and those who carry out work on their behalf.
- Develop and continually improve the effectiveness of the Quality Management System.
- Develop ways to enhance customer satisfaction.
- Constantly monitor quality performance, set appropriate objectives, and implement improvements when appropriate.
- Take appropriate preventive measures to improve quality and minimise the possibility of unsatisfactory service.
- Ensure regular Tests and Inspections are carried out to assure the quality of our product and service.
- Review the Quality Policy at a frequency no less than annually to ensure its continuing suitability.



Signed.....Date: 03/01/22

**Vince Bowler - Managing Director**

