



Quality Policy

- 1.1 It is the Policy and Objective of the company to Satisfy our customer's needs and expectations, taking into account legal and regulatory requirements, by delivering a service to an agreed specification, on time, every time.
- 1.2 The policy, structure and procedures described in this Quality Management Manual and supporting documentation are mandatory throughout the Company and are in place to maintain and improve our customer service standards.
- 1.3 We are committed to establishing policy and objectives and regular reviews for quality, to further the company to develop and improve our services to clients through our Quality and Safe and Healthy work environment for our workforce, ensuring we utilise our resources within our company.
- 1.4 We recognise that the continued future success within the multi-utilities industry depends on the continual improvement of our service. We intend to provide services which meet the needs & expectations of our Customers, as well as statutory & regulatory requirements
- 1.5 The management system used to achieve this policy is fully described in this quality management Manual; Relevant sections shall be communicated and understood by all staff
- 1.6 The responsibility for the compilation, revision and maintenance of the management system rests with the Office Manager
- 1.7 Authority to give directions with respect to the assurance of quality lies with Managing Directors, supported by the other members of staff who have a direct and continuing responsibility

Achieving and sustaining these high standards requires a systematic and disciplined approach by all employees. The implementation of a documented Quality System that complies with BS EN ISO 9001:2015, provides a disciplined structure for the further development and improvement of company systems and services to meet our customers' future needs.

Compliance with the Quality System is mandatory for all personnel. Its success will be achieved by the commitment, dedication and participation of everyone in the company. Each employee will therefore receive the fullest training and support to ensure that the Quality System is understood, implemented and maintained throughout the company.

Signed: 
Oliver Daly, Managing Director

Date: 6-7-22