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## QUALITY POLICY

It is the policy of Power + Line Ltd that all our activities are carried out in accordance with our Business Management System, in conjunction with the requirements of ISO 9001:2015 and our Scope:

### ***Provision of Civil Engineering activities to Public and Private Sector clients throughout the U.K.***

Our Business Management System manual sets out the organisational arrangements, contains all the procedures and associated documentation to manage and control our business and provides a framework for setting Quality Objectives.

The aim of our Quality Management System is to ensure that:

- We deliver a quality service to maintain excellent customer relations
- Customer satisfaction remains inherent to our business
- Our customer's requirements have been fully understood and met
- All work is carried out consistently to a defined standard
- We have the skills and resources to fulfil our customer requirements
- Our staff are fully trained and involved in quality improvement
- We strive to continuously improve our systems and procedures
- We only use services that meet our own quality assurance standards and are committed to satisfy any other applicable requirements
- A professional approach to customer interface is maintained at all times
- Any complaints are dealt with efficiently and within an acceptable time period

We recognise the importance that the quality of our service has to be the future of our business.

Quality is a degree of excellence, which is ever changing. Every member of staff is involved in managing how we can improve today, tomorrow and long into the future.

From the smallest procedure to the largest contract, quality is our passport to customer satisfaction and to our future business.

This Quality Policy Statement has been implemented into the Power and Line Management System, is communicated to our employees, made available to relevant interested parties as appropriate and will be reviewed at regular intervals.

Signed .....  
Date 05<sup>th</sup> February 2024  
Title Managing Director