



Quality Policy

Powertek Utilities Ltd is a specialist multi-utilities contractor providing gas, water, telecoms, cable jointing, cable laying and civil engineering services. The Company is committed to the provision of consistently excellent quality performance and customer service using a management system framed around customer-centred quality objectives which will be achieved by:

- Communicating the Quality Policy and management system requirements to all relevant stakeholders
- Ensuring the quality management of the services provided, including the quality and standards of performance, operations and service delivery
- Engaging with interested parties to ensure that their needs are met
- Developing and maintaining a culture of excellent service by reviewing, updating and continually improving our Management System
- Using a risk-based approach when setting business objectives and targets
- Ensuring staff are meeting the requirements of Powertek's Distribution Safety Rules and other operational procedures, risk assessments and method statements
- Ensuring staff are competent, well-trained and understand the part they have to play in ensuring customer requirements are met at all times
- Meeting the requirements of EN ISO 9001 and NERS (National Electricity Registration Scheme), WIRS (Water Industry Registration Scheme) and GIRS (Gas Industry Registration Scheme)
- Meeting all other legal, regulatory, industry, client and other applicable requirements when delivering our services

All employees and contractors working on behalf of Powertek Utilities Ltd will be made aware of the contents of this policy and their role in ensuring customer satisfaction.

The company is committed to continual improvement, monitoring compliance with this policy and the constant improvement of policies, processes and procedures to improve performance and provide highest levels of customer satisfaction.

Signed on behalf of Powertek Utilities Ltd:

A handwritten signature in black ink, appearing to read "Steve Higgins", written over a light grey background.

Steve Higgins

Managing Director

Date: 1 January 2023

Next Review Date: January 2024

Ref:	Originator:	Authoriser:	Last Review Date	Next Review Date	Rev	Page
2 - Quality Policy	Mary Moody	Steve Higgins	01/2023	01/2024	8	Page 1 of 1