

Quality policy

Adroit Utilities are committed to provide a quality service to our customer's; this is complimented by our commitment to Health, Safety & the Environment.

It is the policy of Adroit Utilities Ltd to maintain a quality management system designed to meet the requirements of ISO9001:2015 (or any other standard in line with Annex SL Structure) in pursuit of its primary objectives, the purpose, and the context of the organisation.

To achieve this Adroit Utilities shall ensure that all processes and procedures are undertaken within the requirements of ISO 9001. Adroit Utilities shall also commit that the following shall be observed and followed:

- To consult with our employees on matters regarding changes within the business.
- To provide information, instruction, and supervision for employees.
- To ensure all employees are kept informed regarding changes in legislation they may affect their working and employment conditions and shall receive adequate training and notification to comply with such legislation.
- To review and revise this statement as necessary at regular intervals.
- We will continually monitor and review our operational activities and implement changes as necessary to improve our business for all Adroit Utilities HSEQ activities.
- We are committed to delivering a problem free service and providing necessary documentation on time, first time.
- To provide necessary and targeted training to ensure that all our representatives deliver a quality service.
- Provide all the resources of equipment, trained and competent staff, and any other requirements to enable these objectives to be met.
- Ensure that all employees are made aware of their individual obligations in respect of this quality policy.
- Maintain a Business Management System that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on "risk".

Adroit Utilities also commit to operate in a learning environment and that continuous improvement shall be at the forefront of its operational culture.

The policy is regularly reviewed by "Senior Management" to ensure it remains appropriate and suitable to our business and is subject to both internal and external annual audits.

This policy provides a framework for setting, monitoring, reviewing, and achieving our objectives, programmes, and targets.

Customer service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on customer service and of the products or service in which we provide.

This policy is endorsed by Senior management and signed on behalf of Adroit Utilities by

Name: Terence Gormley Signature: *T Gormley*

Position: Director

Date: February 2024

Review Date: February 2025

Adroit Utilities Ltd, 3 Cedar Court, Halesfield 17, Telford TF7 4PF			
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