



**Power Lines, Pipes and Cables Ltd (PLPC Ltd)** is committed to managing Quality matters as an integral part of its business activities. This includes our management of employees and subcontractors, supply chain partners as well as our interaction with customers and the public who come in contact with our business. Our vision is to continue to develop our business so that we can provide our customers with a safe and environmentally sound, efficient service that is capable of a fast and effective response.

The purpose of our Quality Policy is to maintain an effective integrated management system (IMS) that meets customer requirements, complies with all obligations and achieves high levels of customer satisfaction by:

- Ensure compliance with legislative requirements, standards and codes of practice through the implementation of ISO 9001, National Electricity Registration Scheme (NERS) and associated industry codes and customer requirements.
- Considering business risks, opportunities, internal and external issues and views of interested parties when establishing, maintaining and improving the management system
- Providing a mobile, reactive and competent workforce. The skills and experience held by staff enable the company to take a flexible approach that allows them to meet increasing customer demands and succeed in a challenging economic climate.
- Review customers' requirements and contract specifications in order to deliver a service that meets and exceeds the customers' needs and expectations.
- Evaluate and select suppliers of goods and services based on their ability to assist us in achieving our objectives set out in this Quality policy and thus develop of long term relationships with customers and suppliers
- Provide materials, plant and equipment to ensure compliance with our Quality Policy and procedures.
- Implement and maintain appropriate systems and procedures to ensure that we operate in a sustainable manner, guided by the principals of our Corporate Social Responsibility and Sustainability programme.
- Being committed to the competence, development, professionalism and health, safety and wellbeing of our employees
- Listening to our staff through consultation and participation, we will engage with our staff and contractors recognising their achievements, giving praise and maximising their potential along with developing suitable policies and procedures.
- Pursue the continuous development and improvement of our IMS through constant performance evaluation based around the setting of SMART objectives, which are measured through reactive and pro-active monitoring.
- Being committed to continually improving the suitability, adequacy and effectiveness of the IMS and the elimination of complacency and errors by continually monitoring and analysing performance to identify process improvements

These will be implemented through the adherence to a framework of policies, objectives, procedures and processes. These are developed and reviewed during regular management and annual strategic reviews.

The Managing Director is responsible for establishing, communicating, reviewing and implementing this policy and the supporting management system within PLPC Ltd. All staff are expected to adhere to the above policy and is available to any interested parties, on request. The quality policy is supported by Health, Safety and Environmental Policies.

**Signed:**

**Dale Harrison**  
**Managing Director**

**Last Reviewed:**

April 2025

**Next Review Date:**

April 2026