

## QUALITY POLICY

Power Lines, Pipes and Cables Ltd (PLPC Ltd) is a family run business that was established in 1973 to provide a power line construction service to Transmission and Distribution Network Operators (TNOs and DNOs) across the UK. PLPC Ltd supply and install overhead power lines and fibre optic systems to TNOs and DNOs and private clients. 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.

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:

- 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
- Investing in the most suitable plant, vehicles, infrastructure and equipment that are capable of providing a safe working environment, reducing damage to the environment and providing the best welfare possible to our staff
- Developing long term relationships with customers and suppliers
- Controlling externally provided services
- Continually monitoring and analysing performance to identify process improvements
- Being committed to the competence, development, professionalism and health, safety and wellbeing of our employees
- Listening to our staff, recognising their achievements, giving praise and maximising their potential
- Being committed to continually improving the suitability, adequacy and effectiveness of the IMS and the elimination of complacency and errors

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 and ensure compliance with the requirements of ISO 9001:2015, National Electricity Registration Scheme (NERS) and associated industry codes, customer, statutory and regulatory requirements.

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. This policy 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:** June 2022  
**Next Review Date:** June 2023