

## **Quality Policy Statement**

As a leading Utility Services Provider, CLC Utility Services Ltd (CLC) is committed to provide services that satisfy the needs and expectations of our clients. This will be achieved by communicating this policy to all staff, confirming their understanding and applying it within the company. CLC are committed to this Quality Policy Statement that defines our commitment to quality throughout the company.

### **CLC are committed to:**

- Setting SMART quality objectives for the benefit of our team, clients and other interested parties.
- Satisfying, and where possible exceeding, all applicable requirements including compliance with the ISO 9001:2015 Standards.
- Adhering to the procedures and instructions in our SHEQ Integrated Management System (IMS) Manual and work in a safe and environmentally sound manner.
- Doing everything at CLC right, first time and every time wherever possible.
- Continually improving the IMS by measuring our customer's satisfaction and striving to exceed their expectations.
- Training and developing our employees to keep at the leading edge of technology, appropriate to the service we provide.
- Working as a team.

This policy shall be made known to and understood by all employees and sub-contractors of CLC. The Policy shall be reviewed as part of CLC's management review procedure at least annually. The SHEQ Integrated Management System will be audited on a regular basis to ensure its continued effectiveness.

This policy is available to any interested party at our offices, on our website or by request.

Signed:



Mr A J England  
Chief Executive Officer  
Date: 11/01/2024  
Next Review: 11/01/2025