



## 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 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.
- Adhere to the procedures and instructions in our SHEQ Integrated Management System (IMS) Manual and work in a safe and environmentally sound manner.
- Do everything at CLC right, first time and every time wherever possible.
- Continually improve the IMS by measuring our customer's satisfaction and striving to exceed their expectations.
- Train and develop our employees to keep at the leading edge of technology, appropriate to the service we provide.
- Work as a team.

This policy shall be made known to and understood by all employees of CLC. The Policy shall be reviewed as part of the company'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:

A handwritten signature in black ink, appearing to read 'A J England', written over a light grey horizontal line.

Mr A J England  
Managing Director  
Date: 08/01/2021  
Next Review: 08/01/2022