

# Quality Policy

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Earthing Solutions projects are delivered with the highest level of quality to the client and we recognise that meeting customer requirements consistently is a key element of our growth and continuing success. We are committed to ensuring our services conform to our clients' expressed requirements. We are also committed to ensuring our clients' peace-of-mind by engaging them with high levels of integrity, open communications and unambiguous service level definitions. We are also committed to ensuring our clients regard us as easy to access and flexible to their changing needs.

The Key Principles underpinning our Quality Policy are:

- Individual acceptance of personal accountability and responsibility for consistently delivering agreed services.
- Managers and staff demonstrating leadership and commitment to quality
- Making every effort to follow all agreed customer requirements and all statutory and regulatory requirements related to service delivery
- Recognition of individuals who demonstrate excellence or innovation in service delivery
- Close collaboration with our sub-contractors and suppliers who provide services and materials on our behalf
- Consider the impact of Climate Change on all activities

We maintain and continuously improve a Management System that complies with the requirements of the International Standards ISO 9001:2015.

Our quality objectives are to:

- Consistently and efficiently deliver services to our clients that comply with their specifications and relevant standards
- Resolve client, employee and supplier queries promptly and in a friendly manner.
- Give our clients the utmost confidence in our ability to meet and adjust to their needs.

To achieve these objectives we shall act to:

- Ensure high levels of management and staff involvement in achieving stated objectives.
- Continuously engage all stakeholders in meaningful consultation and communication.
- Measure our performance and use this information for the continuous improvement of our services and integrated management system.

The Earthing Solutions Quality Policy is applicable to all our managers, employees and agents and to any person or organisation that represents us, as well as all suppliers in the conduct of their activities for and on our behalf, at all our work sites.

This policy expresses the ongoing commitment by Earthing Solutions management and staff to understand, regularly review and relentlessly implement these actions.



Dave Gale  
Managing Director

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