



Quality Management Policy

CCUtilities Ltd is committed to providing a high-quality service for the design, installation, and commissioning of utility infrastructure networks across the Power, Energy Transition, Telecoms, Water & Wastewater, and Rail sectors. We aim to achieve **total client satisfaction** through proactive risk management, robust project execution, and continuous improvement.

We will endeavor to deliver our projects to a high standard of proficiency, within budget and time, safely, and with due consideration for the needs of all stakeholders, including clients, customers, employees, and the general public.

CCUtilities Ltd operates an **ISO 9001-accredited Quality Management System (QMS)**, which forms part of our wider **Integrated Management System (IMS)**. The quality of our service is achieved through:

- Deployment of competent and experienced personnel,
- Use of reliable plant and equipment fit for purpose,
- Digital technologies for real-time data capture, and
- A robust risk management framework.

This approach enables us to complete works **right first time** and deliver consistent quality performance across all projects.

Our Commitments to Quality

To maintain a high level of quality performance, CCUtilities Ltd will:

1. **Compliance:** Meet all applicable legislation, regulations, and industry standards relevant to our operations and client requirements.
2. **Risk Management:** Proactively identify, assess, and mitigate potential risks throughout the project lifecycle, including risks related to:
 - a. Technical specifications and construction methodologies
 - b. Material procurement and subcontracting



- c. Environmental and weather conditions
- d. Stakeholder expectations

Appropriate risk mitigation strategies will be implemented and monitored for effectiveness.

3. **Competence:** Ensure the availability of competent resources to meet the requirements of the QMS and client-specific expectations across all contracts.
4. **Communication and Awareness:** Communicate the Quality Policy and its importance to all employees and personnel working on behalf of CCUtilities Ltd. Training and awareness programs will ensure everyone understands their role in maintaining quality and mitigating risks.
5. **Continuous Improvement:** Develop and continually improve the effectiveness of the Quality Management System and risk management framework. This includes:
 - a. Regular reviews and audits
 - b. Employee feedback mechanisms
 - c. Lessons learned from project audits and risk events
6. **Inspection and Testing:** Create and implement **project-specific Inspection & Test Plans (ITPs)** that incorporate risk mitigation strategies.
7. **Audits:** Conduct regular quality audits to monitor performance, identify areas for improvement, and assess the effectiveness of risk controls.
8. **Innovation:** Research, test, and consider new technologies and innovations that can enhance quality and improve risk management practices.
9. **Customer Satisfaction:** Enhance customer satisfaction by actively seeking feedback and implementing improvements based on identified needs and potential risks.
10. **Performance Monitoring:** Continuously monitor quality performance, set measurable objectives, and implement improvements when necessary. Key performance indicators (KPIs) may include:
 - a. Defect rates
 - b. Completion times
 - c. Client satisfaction scores
 - d. Risk incident rates
11. **Preventive Measures:** Take appropriate preventive measures to improve quality and minimise the possibility of unsatisfactory service, including the use of risk assessments, predictive maintenance, and proactive stakeholder communication.



As part of **CCUtilities Ltd's** commitment to continuous improvement, periodic client satisfaction surveys will be conducted. Feedback will be used to **identify lessons learned** and reinforce our ethos of **“right first time.”**