



QUALITY POLICY

Connect It are a multi-utility services company delivering a range of multi utility services including electricity (jointing and OHL), water, gas and fibre from single or dual utility to multiple plot and service connections covering the Midlands and the Central South of England.

Connect It has established quality objectives at all relevant functions, levels and processes as needed for the Quality Management System. These quality objectives demonstrate leadership, enhance customer satisfaction and the engagement of people, and are measured, updated and documented, for all areas in which the Connect It team are striving to improve.

Connect It has considered all the external and internal issues relevant to its purpose and strategic direction and how they affect its ability to achieve these quality objectives.

Connect It has also considered the needs and expectations of interested parties that are relevant to the Quality Management System. They monitor and review information about interested parties and their requirements, including Legal and Statutory requirements. Connect It are committed to the continuous improvement of the quality of the delivery of its services for all interested parties.

Interested parties for Connect It include Shareholders, Employees, Customers, Subcontractors, Suppliers, professional organisations and Regulatory Bodies.

This commitment to quality is based on the principle that the effective and consistent implementation of operational systems, which reflect both customer and business requirements, will result in the continuous satisfaction of the customers that we serve and the principals that we represent.

This will be achieved by a continuous process of quality management and improvement, which includes

- A commitment to develop, monitor, continually improve and comply with the quality management system in line with the requirements of ISO 9001:2015
- A commitment to comply with relevant statutory and regulatory standards and requirements
- A commitment to continually enhance customer satisfaction and working to the philosophy of “right first time, every time”
- A commitment to build and continuously improve our competitive advantage.
- A commitment to listen to and respond to all interested parties’ requests, needs and expectations
- A commitment to team working and building a team-based culture, which maximizes the contribution of each individual and empowers the team to meet business needs
- A commitment to continually develop staff training and competency

This quality policy is communicated, understood, and applied within the organisation and is available to relevant interested parties, as appropriate.

The policy will be reviewed at least on an annual basis and updated as necessary.