

## Quality Statement

Connect It Utility Services Limited (CIUS) is an infrastructure utility company delivering a range of services including the consultancy, design and construction in Multi Utility (MU) connections including civils, power (live working on UG/OH/EV/Streetlights), water and gas connections directly to Developers and Distribution Network Operators within Great Britain (Scotland, England and Wales).

Connect it is committed to maintaining and continually improving its Quality Management System (QMS) in accordance with **ISO 9001:2015** to ensure the consistent delivery of high-quality services.

### Commitments to Quality

Connect it recognises the influence of external and internal factors on its strategic direction and quality performance. We actively consider the needs and expectations of interested parties, including shareholders, employees, customers, subcontractors, suppliers, professional organisations, and regulatory bodies.

Our commitment to quality is based on the principle that consistent, effective operational systems lead to customer satisfaction and business success.

### To achieve this, we commit to:

- ✓ **Compliance & Certification** Maintain, improve, and comply with our ISO 9001:2015-certified Quality Management System and all applicable statutory and regulatory requirements.
- ✓ **Customer Focus** Enhance customer satisfaction through a **"right first time, every time"** philosophy.
- ✓ **Continuous Improvement** Identify and implement ongoing improvements in our processes, services, and competitive advantage.
- ✓ **Stakeholder Engagement** Listen to, respond to, and address the expectations of all interested parties.
- ✓ **Teamwork & Culture** Foster a team-based inclusive culture that empowers employees and maximises individual contributions.
- ✓ **Training & Competency** Invest in continuous training and development to ensure our team remains highly skilled and competent.

### Objective Setting

Connect it establishes clear, measurable quality objectives at all relevant levels, functions, and processes to ensure continuous business improvement and compliance with ISO 9001:2015.

### These objectives are designed to:

- **Drive Leadership in Quality Management:** Foster a culture of accountability and excellence in service delivery.
- **Enhance Customer Satisfaction:** Implement proactive measures to meet and exceed customer expectations.

- **Ensure Process Efficiency:** Continuously optimise workflows and eliminate inefficiencies to enhance performance.
- **Strengthen Compliance & Risk Management:** Maintain full adherence to legal, statutory, and regulatory requirements.
- **Promote Employee Engagement & Development:** Equip employees with the necessary skills, knowledge, and support to contribute effectively.
- **Monitor & Improve Performance:** Use data-driven insights and key performance indicators (KPIs) to assess and improve quality standards.

These objectives are regularly monitored, measured, reviewed, and updated to align with strategic business goals and industry best practices.

### Policy Communication & Review

This Quality Policy is communicated across the organisation to ensure it is understood and implemented at all levels. It is also made available to relevant stakeholders and interested parties as appropriate.

The Managing Director is responsible for the policy which will be reviewed at regular intervals but as a minimum annually and updated as necessary to align with business needs and industry standards.

Date: 26/06/2025