

Quality Policy

Connect It Utility Services Limited (CIUS) is an infrastructure utility company delivering consultancy, design and construction services for multi-utility (MU) connections, including civil engineering works, electricity networks (including live working on underground, overhead, EV and street lighting infrastructure), water and gas connections for Developers and Distribution Network Operators throughout Great Britain (Scotland, England and Wales).

CIUS is committed to operating and continually improving an Integrated Management System (IMS) that supports quality, environmental responsibility, occupational health and safety, and sustainable business practices. The Management System is maintained in accordance with ISO 9001:2015 to ensure the consistent delivery of high-quality services, satisfying applicable requirements and continually improving the effectiveness of the IMS.

Senior management is committed to providing the leadership, resources, and support necessary to achieve the intended outcomes of the IMS and to promote a culture of quality throughout the organisation.

CIUS is committed to satisfying applicable customer, statutory, regulatory and other relevant requirements, and to continually improving the effectiveness of their IMS.

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.

We manage our activities through defined and controlled business processes, ensuring effective interaction between functions and consistent service delivery.

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:

- **Risk & Opportunity Management** - Identify, assess, and manage risks and opportunities that may affect the conformity of services, customer satisfaction, business performance, and strategic objectives.
- **Performance Monitoring** - Use objective evidence, data analysis, audits, customer feedback, and performance indicators to support informed decision-making and continual improvement.
- **Customer Focus** - Understand customer requirements, meet applicable obligations, and strive to exceed expectations through reliable, safe, and high-quality service delivery, through a "**right first time, every time**" philosophy.
- **Continuous Improvement** - Continually improve the suitability, adequacy, effectiveness, and performance of the IMS through audits, management reviews, corrective actions, lessons learned, and innovation.

This document is part of the Company's ISO Systems and as such is subject to controlled distribution and updating according to the CIUS_QMS_PRO_4 Procedure for Document Control

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- **Stakeholder Engagement** - Listen to, respond to, and address the expectations of all interested parties.
- **Teamwork and 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.
- **Supply Chain Assurance** - Work collaboratively with suppliers and subcontractors to ensure quality requirements are understood, monitored, and consistently achieved.
- **Compliance & Governance** - Comply with applicable legislation, regulatory obligations, industry standards, client requirements, and certification requirements relevant to our activities.
- **Knowledge Management** - Capture, retain, protect and share organisational knowledge and lessons learned to support consistent service delivery, business resilience and continual improvement.

Objective Setting

Quality objectives shall be established and supported by measurable targets, performance indicators, responsibilities, timescales, and monitoring arrangements.

Quality objectives are aligned with the organisation's strategic direction and 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, understood, implemented and maintained throughout the organisation and is available to relevant interested parties upon request.

This policy provides the framework for establishing and reviewing quality objectives and supports CIUS's commitment to continual improvement and customer satisfaction

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The Managing Director is responsible for the policy, which will be reviewed during Management Review meetings and whenever significant organisational, operational, legislative, regulatory, or strategic changes occur, and at least annually.

Signed on behalf of the Directors of Connect It Utility Services Limited.



Signature: _____

Date: 09/07/2026

Laban Giles, Managing Director

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