

**QUALITY POLICY**

PBS Utility Services Ltd is fully committed to delivering a sustained value of service which conforms to the specified requirements of the company, its stakeholders and other interested parties.

The Directors and Management of PBS Utility Services Ltd are responsible to the organisation for strategic quality objectives, scope, policies, procedures, communications, culture, recognition, resources and encouraging a commitment to quality.

The Company will seek the active participation and co-operation of its staff at all levels to maintain measurable, accountable Quality Assurance.

The scope and context of this policy cover all PBS Utility Services Ltd operations and business support functions whether office, site or home based. The Scope includes: the provision of Overhead Line (OHL) Surveys (up to 33kV), New Connections Surveys, Affixing Signs and Protective Guards to Utility Assets, and the Provision of Miscellaneous Support Services to Utility Contractors using Direct Staff/Bona Fide Sub-Contractors.

The Quality Assurance programme of PBS Utility Services Ltd seeks to achieve, as a minimum, the requirements of ISO 9001:2015.

This policy will be reviewed annually and will be made available to all Interested Parties.

**Our key objectives are to:**

- Establish and maintain an effective and efficient quality management system, planned and developed in conjunction with other management functions.
- To continually improve our communication and management systems ensuring that we deliver the best possible service to our clients and other interested parties.
- Ensure that quality management system is an integral part of our business culture by communicating the policy to all employees.
- Conform to contractual, statutory and regulatory requirements.
- Strive to ensure that all stakeholders are aware of the requirements of our business.
- Report and audit our quality performance as a means to improve accountability and to drive continual improvement of our Management Systems.
- Ensure that employees and other stakeholders are made aware of their individual responsibilities contained within our Management Systems.
- Ensure that the relevant needs and expectations of Interested Parties are considered and met.
- Ensure that our quality management system works towards our decarbonisation objectives.
- Ensure the integrity of the Management Systems are maintained when changes are planned and implemented.
- Provide leadership towards continual improvement.
- Plan to achieve our Management System objectives including:
  - Feedback from Clients and other interested parties
  - Performance Monitoring & Reporting
  - Continual improvement

**Signed:**



P. Bebb – Director



A. Jones – Director




S. Piggott – Director



R. Jones – Director

**Date: 23/04/2026**

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