



Quality Policy Statement

The CIET Quality Policy has been compiled to provide a commitment to the Quality Management System operated by the company.

CIET main processes are **the construction & refurbishment of transmission and distribution power networks**. CIET will ensure that we can always meet our quality objectives and deliver a service that meets our customer requirements. We will also ensure that we meet all applicable statutory obligations and organisation requirements for our quality systems. The company will follow a system of service realisation, before delivering the service provision to our customer.

A review of the company objectives & policy will be carried out at the Management Review meetings. Our organisational aims will include:

- Planning the service realisation, we will plan and develop the processes needed for effective service realisation from conceptual / initial stages until delivery;
- Prior to any stage of service realisation we will determine the customer requirements and any statutory obligations to ensure that these requirements and obligations are clear and understood;
- We will then review these requirements/obligations to ensure our capability to deliver, prior to making any commitments to the customer. If we do not have the capacity, we will not provide the service;
- For any new service requirement, we will embark on a disciplined control to ensure that quality objectives, customer requirements and statutory obligations are fulfilled;
- Purchasing operations related to our service will be controlled to ensure that purchased product conforms to pre-set specifications both in quality and environmental requirements.
- Service provision will always follow a pre-set procedures and work instructions. Checks will be performed at each stage of service to ensure required conformity;
- Any monitoring and measuring devices used to verify service conformity will be calibrated to ensure that records of service verification of conformity are indeed adequate.
- The company shall apply continuous improvement strategies to every aspect of our business, and this shall be the responsibility of everyone, in every activity, throughout the organisation.

All employees of CIET, are charged with promoting these aims, and are required to familiarise themselves with the relevant sections appertaining to their responsibilities within the company ISO 9001:2008 Quality Management System. All employees within CIET shall be supported according to their individual needs for continued personal development.

Signed on Behalf of CIET

Managing Director