



D&M Utilities

## Quality and Environmental Policy

D&M Utilities is committed to maintaining the highest standards in all our activities to provide a quality service to at least meet our clients' and other interested parties' expectations and other requirements. We aim to do this in a responsible and considerate manner, to the benefit of the environment, our stakeholders, our employees and the business as a whole.

Key to D&M Utilities' commitment to continual improvement is to understand, and at least meet, both the needs of our clients and the natural environment, thereby achieving customer satisfaction in a sustainable manner. Our aim is to do things right, first time, every time, and to this end we aspire to:

- Continually understand and fulfil the changing requirements and expectations of our clients and other interested parties in a profitable, safe and sustainable manner; thereby achieving customer satisfaction and compliance with all regulatory, statutory and environmental requirements as a minimum;
- Understand what constitutes acceptable standards, through the setting, monitoring and reviewing of client focused objectives and targets, and ensure these are communicated to all persons working on our behalf;
- Do everything in our power to prevent pollution, protect the environment and assist persons working on our behalf to work in a similarly environmentally conscientious manner;
- Maintain dialogue with our clients, employees and other stakeholders;
- Control, communicate and review all of our processes that are crucial to delivering client satisfaction, and achieving compliance with all regulatory, statutory and other requirements, notably through the implementation and maintenance of our Integrated Management System (IMS).
- Provide a working environment to encourage employees at all levels to direct their abilities to the continued success of the organisation, the interests of the natural environment and the satisfaction of clients, as well as their own personal fulfilment.

D&M Utilities is committed to achieving continual improvement of both its performance and the effectiveness of its processes, as contained within its IMS, and to comply with the requirements of ISO9001 and ISO14001. Adhering to these will allow us to understand, control and enhance how we meet the needs of our clients, and interact with and impact on the environment.

The Directors are responsible for the effective implementation of this policy, and the wider IMS, but with the assistance and commitment of all employees within their specific area of responsibility. Notably, the other Director shall be responsible for ensuring that this policy and the IMS is implemented and maintained throughout D&M Utilities.

D&M Utilities will seek to embed this policy into 'business as usual' activities, and will communicate them to all our employees, all persons working on our behalf and other interested parties via our IMS and website. This policy will be reviewed annually to ensure it continues to meet the needs of the business, and reflects new developments, changes in legislation and feedback from customers and all those working on our behalf.

**David Connolly**  
**Managing Director**  
25<sup>th</sup> February 2019

**Michael Lamb**  
**Director**  
25<sup>th</sup> February 2019