



G M C UTILITIES GROUP

Quality Policy Statement

GMC Utilities Group Limited is committed to pursuing excellence in everything it does.

GMC Utilities Group Limited is dedicated to the quality policy that will ensure that its services and solutions provided fully meet the requirements of its customers at all times. The goal of the company is to achieve a high level of customer satisfaction at all times. Commitment to the implementation of supporting managerial and business operational systems is essential to realising that goal.

GMC Utilities Group Limited believes in the concept of client and contractor/solution provider working together in pursuing this policy and in continually striving for improvements in service quality.

The quality policy is based on 3 fundamental principles:

1. Ensuring that we fully identify and conform to the needs of our customers and interested parties.
2. Looking at our service provision processes, identifying the potential for errors and taking the necessary action to eliminate them.
3. Everyone understanding how to do their job and doing it right first time.

To ensure that the policy is successfully implemented, staff will be responsible for identifying customer requirements, and ensuring that the correct procedures are followed to meet those requirements and the statutory obligations affecting our clients.

Staff will also ensure that statutory obligations necessary to fulfill GMC's objectives are identified and adhered to.

Objectives needed to ensure that the requirements of this policy are met and that continual improvement is maintained in line with the spirit of the policy, will be set, determined and monitored at Management Review.

The quality policy principles and objectives will be communicated and available to staff at all times. Training will be an integral part of the strategy to achieve the objectives.

Within this Policy we are committed to operating our Company under the disciplines and control of a Quality Management System conforming to the International Standard ISO 9001:2008, planned and developed jointly with our other management functions.

GMC will constantly review and improve on its services to ensure tasks are completed in the most cost effective and timely manner for the benefit of all our customers.

We shall ensure that all our personnel understand and fully implement our Company's policies and objectives and are able to perform their duties effectively through an ongoing training and development programme. This policy will be reviewed at least annually.


Gerry McCloskey
Chairman

Date: 28th February 2014