



QUALITY POLICY

We are committed to maintaining and enhancing our reputation for delivering client satisfaction through timely performance and the provision of cost efficient, quality services.

To achieve this objective, we will:

- Communicate the **'us'** - Utility Services Quality Policy and procedures to all employees and other stakeholders as appropriate to ensure they are aware of their responsibilities for quality and service standards.
- Provide products and services that meet or exceed the standards prescribed in relevant agreements, contracts, codes and statutory obligations.
- Deliver added value to our clients by identifying, monitoring and responding to their needs, expectations and levels of satisfaction.
- Set measurable targets and seek to continually improve the delivery of our services.
- Ensure the **'us'** - Utility Services management system meets ISO 9001 requirements and are integrated into our business activities.
- Continually review and improve the effectiveness of the **'us'** - Utility Services Management System.
- Periodically review and revise our Quality Policy and procedures to maintain their relevance.

In providing quality services, we will embrace new ideas, technology and innovation, strive for continuous improvement, setting new benchmarks to maintain our reputation as an industry leader.

Kevin Hutchings
General Manager

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