

## QUALITY POLICY

Perco Engineering Services Limited (Perco) is the UK leader in trenchless technologies including the provision of auger boring, directional drilling, microtunnelling, shaft sinking, headings, pipe bursting, CIPP lining, sliplining, lateral cutting, related consultancy services and the manufacture of pipe bursting and pipe replacement systems.

Perco is committed to a customer focused approach, meeting customer requirements and to enhancing their satisfaction. Perco will comply with all applicable standards applicable to its activities, including legal requirements.

Perco's Quality, Environment, Safety and Health (QUENSH) Management System is certified to ISO9001:2008 and provides the organisation and arrangements of how requirements are achieved.



We shall ensure that:

- the necessary resources are provided to achieve the company objectives;
- individuals' roles and responsibilities are defined and understood and that individuals understand their own objectives;
- employees and others working upon our behalf are competent for the allocated role;.
- infrastructure and work environment is compliant;
- the requirements for the activity are identified and that service delivery is planned and implemented to meet these requirements;
- communication between all interested parties is delivered in an effective way, including for the control of documents and records.
- purchasing processes are appropriate;
- monitoring and measuring equipment is calibrated, tested and inspected.
- performance, including customer satisfaction and achievement of company objectives is monitored and measured;
- where nonconformity is identified it will ensure it is controlled, investigated, reported, corrected and prevented from reoccurrence.
- performance is reviewed, and objectives established to deliver continual improvement and effective implementation of the above.

All employees and persons working on the company's behalf are expected to co-operate with Perco in the implementation of this Policy and will ensure that their own work achieves customer requirements and the objectives of Perco.

The Company will establish objectives and review its performance through the Management Review process to ensure continual improvement and effective implementation of the above.

This Perco Policy Statement will be displayed or made available at all workplaces and on the company website and shall be reviewed every year.

Signed For Perco Engineering Services Ltd:



**Gary Houghton, Director**