

Quality Policy

Vision

The Optimised Network Equipment vision is to be recognised throughout the electricity supply industry for delivering quality and value. We believe that market leadership is based primarily on performance and reputation.

Commitment

We are a dedicated team of professionals who are committed to:

1. giving excellent professional service to our clients,
2. maintaining high ethical and business standards,
3. developing the professional and technical skills of our staff so that our clients receive the most up-to-date "best practice" products and service with innovative approaches,
4. helping our clients to clearly understand the project execution process, and
5. compliance with all relevant legislative and regulatory requirements.

Aims

Our quality aims are to:

1. meet our contractual obligations with a view to achieving client satisfaction, reputation enhancement and repeat business through the effective application of the Quality Management System;
2. implement and maintain an Quality Management System based on ISO 9001:2015;
3. ensure that employees and sub-contractors are trained, skilled, competent, and licensed or certified as appropriate for the tasks they are performing;
4. implement the Quality Management System to achieve project deliverables on time and within budget;
5. ensure that staff are kept abreast of changes in relevant standards, legislation and industry developments;
6. audit the Quality Management System, review our performance and assess feedback from clients with a view for continual improvement.

All Optimised Network Equipment staff are responsible for the communication, enthusiastic promotion and implementation of this policy and are accountable to the Directors and Quality & Safety Manager for the achievement of quality outcomes in accordance with this policy. The Directors accept responsibility and accountability for the Quality Management System provided by the Company.



Marius Jansen — Director