

Freedom Group is a leading provider of infrastructure support services to the Utility sector. Providing our clients and customers with a quality service is part of the values of the Freedom Group: **AIMED** (Always Safety First; Integrity; Making A Difference; Ensure We Work Together & Delivering What We Say):

The company prides itself on delivery of a service that exceeds the expectations of its Clients. This is achieved by the active empowerment of employees to build relationships with Clients, understand their needs and operate within the framework of the company quality management system.

The company quality management system is a framework of processes and documented procedures, independently certified to BS EN ISO 9001. The framework provides specific instruction and guidance to employees, suppliers and subcontractors on their individual responsibilities and authority when undertaking activities on behalf of the company; this includes information and instruction on contractual, legal and industry specifications, requirements and good practice.

In support of this, the objectives of the company, employees, supply chain and subcontractors are to:

- Meet and where appropriate exceed the requirements of the quality management system framework.
- Identify, plan, communicate and manage all stages of work from initial planning to completion.
- Measure and review performance against company, business, contractual and legal objectives and targets.
- Provide an unrivalled level of service to our customers.
- Promote a commitment to quality, change and continuous improvement.
- Develop all staff to achieve their potential in pursuance of business goals and objectives.

The company strive to continually improve the effectiveness of the quality management framework by setting measurable objectives, analysing feedback and acting on the results.

A management review, internal audit and customer feedback process is used to monitor and measure the achievement of business objectives to ensure the business delivers continual improvements both within the company and in the services provided to clients.

The company ensures that all its personnel and others working on its behalf are fully acquainted with the business requirements through induction, on-going training, reviews and education.

For further information on this policy, contact the Safety, Health, Environment and Quality Department on 08451 687887.



David Hartley, Chief Operating Officer
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