

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 company values – Passion, Integrity and Excellence.

The company prides itself on delivery of a service that exceeds the expectations of its Clients and with a vision to succeed as a team by delivering a true business partnership model to the regulated and critical environments that we serve.

In order to consistently achieve the above, we recognise that it is fundamental to have a robust and coordinated Business Management System which meets the requirements of BS EN ISO9001:2015.

We will seek to continuously improve our quality delivery through:

- **Leadership** – A strong Leadership team that determines and communicates policy, strategy and quality objectives to all employees and empowers them to deliver on these with appropriate support and resources making this a great place to work.
- **Customer Focus** - Engaging with our customers, building trust and relationships, and always meeting or exceeding their expectations.
- **Risk and Opportunity Management** – We will manage risks and opportunities effectively by considering these against our management systems and acting on any identified areas for improvement accordingly.
- **Commitment** - Ensuring the availability of resources to satisfy and exceed the requirements and expectations of all our stakeholders including statutory and regulatory compliance.
- **Process Based Approach** – We will continue to use and develop our processes to reduce business risk and ensure that we meet all relevant requirements and deliver them consistently.
- **Lean Thinking and Review** – Improving effectiveness and efficiency of our processes and quality management framework by setting measurable objectives, analysing feedback and measuring and finding better ways of working.
- **Skills Development** – We will invest in providing training and communications so that those who work on our behalf are aware of their duties and are able to perform them to the required high standard.
- **Collaboration and Partnership** – Wherever possible we will collaborate or partner with our customers, supply chain and internally in order to unlock additional value for everyone.
- **Supply Chain** – Our supply chain has a deep impact on the quality of our product and services so we will treat our supply chain fairly and support them with sufficient resources and knowledge to enable them to work efficiently and deliver increased value.

This policy is communicated throughout the business, is made available on the company intranet and on request and will be reviewed annually to ensure its continuing suitability.



Peter Jones, Managing Director, Services Division  
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Certificate Number 5467  
ISO 9001:2015