Quality Management Policy

OCU is committed to providing a high-quality service for the design, installation, and commissioning of utility infrastructure networks across the Power, Energy Transition, Telecoms, Water & Wastewater and Rail sectors achieving total client satisfaction through proactive risk management and continuous improvement.

We will endeavor to deliver our projects to a high standard of proficiency, within budget and time, safely and with due consideration for the needs of both internal and external parties including our clients, customers, and the general public.

OCU operates to an ISO 9001 accredited Quality Management System (QMS) that forms part of our wider Integrated Management System (IMS), The quality of our service offering is achieved through the deployment of competent and experienced personnel, reliable plant and equipment for purpose, digital technologies for real-time data capture, and a robust risk management framework. This enables us to complete our works right first time and achieve consistent quality performance.

To maintain OCU's high level of quality performance we will:

- Meet the requirements of applicable legislation, regulation, and standards.
- Proactively identify, assess, and mitigate potential risks throughout the project lifecycle. This includes risks related to technical specifications, construction methodologies, material procurement, subcontracting, weather conditions, environmental factors, and stakeholder expectations. We will implement appropriate risk mitigation strategies and monitor their effectiveness throughout the project.
- Ensure the availability of competent resources to fulfil the requirements of our QMS and client-specific requirements across contracts.
- Communicate the Quality Policy and its importance to all employees and those who carry out work on our behalf. We will provide training and awareness programs to ensure everyone understands their role in maintaining quality and mitigating risks.
- Develop and continually improve the effectiveness of the Quality Management System and risk management framework. This includes regular reviews, employee feedback mechanisms, and lessons learned from project audits and risk events.
- Create and implement project-specific Inspection & Test Plans (ITPs) that incorporate risk mitigation strategies.
- Complete regular Quality Audits to monitor performance, identify areas of improvement, and assess the effectiveness of risk mitigation strategies.
- Research, test, and consider new technologies and innovations that can enhance quality and improve risk management practices.
- Develop ways to enhance customer satisfaction by actively seeking feedback and implementing improvements based on identified needs and potential risks.
- Constantly monitor quality performance, set appropriate objectives, and implement improvements when necessary. This includes tracking key performance indicators related to defect rates, completion times, client satisfaction scores, and risk incident rates.
- Take appropriate preventive measures to improve quality and minimise the possibility of unsatisfactory service. This includes utilising risk assessments, predictive maintenance practices, and proactive communication with stakeholders.

As part of OCU's commitment to continuous improvement periodic client satisfaction surveys will be arranged with the objective of capturing feedback on our delivery performance enabling us to identify and implement lessons learned to reinforce our ethos of 'right first time.'

Michael Hughes
Chief Executive Officer

Date: 6th January 2025

(This Policy will be reviewed on an annual basis)