

# NORPOWER

Overhead Line Services

## QUALITY POLICY

NorPower Ltd, a contractor specialising in the construction and refurbishment of overhead power lines, is committed to gaining and enhancing customer satisfaction.

This policy has been developed considering the company's context and strategy and will be reviewed regularly by the Directors to ensure its continuing suitability.

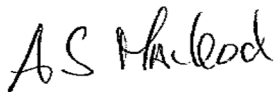
It is our aim to be first choice for service reliability and quality of work by meeting, and where practicable exceeding, requirements and expectations first time, every time and we will establish, monitor and review our objectives regularly in order to assist us to address the risks and opportunities associated with our services.

By applying our knowledge and experience of the industry, we will work in partnership with our Clients and suppliers in order to understand needs and expectations and develop solutions that can satisfy requirements and be achieved within agreed timescales at a competitive price.

All NorPower employees are committed to quality, reliability and efficiency and we will provide them with the training, information and resources necessary to achieve customer requirements.

We continually seek to resource, develop and improve Company capacity, within our scope of operations, whilst providing stable employment through sustained profitability.

We will assure the quality of our services by operating under, and continually improving, an effective quality management system that conforms to the latest applicable version of ISO 9001 and assists us to satisfy applicable statutory, regulatory and Client requirements.



Alistair MacLeod  
Managing Director



Neil Lamont  
Operations Director