



QUALITY POLICY STATEMENT

Integrated Utility Services (IUS) is a member of the Northern Powergrid Group of companies which is itself part of Berkshire Hathaway Energy. This company policy statement supports and upholds the principles and objectives of Berkshire Hathaway Energy.

IUS provides turnkey solutions associated with all aspects of electrical substation activity, from design & build, through to testing & commissioning, operation and maintenance services. In addition to electrical distribution services, IUS also carries out water and gas infrastructure installations via its Multi Utility business, operating throughout the UK and Ireland delivering a quality job safely, with customer service at the forefront of its operations.

IUS is committed to continual improvement and proactively aims to improve the effectiveness and performance of its Quality Management system through continuous assessment and review of performance against its guiding principles. Continual improvement is supported by the development and implementation of suitable procedures and on-going review of quality objectives and targets by senior management.

Six Organisational Principles:

- Customer Service
- Employee Commitment
- Financial Strength & Accountability
- Regulatory Integrity
- Environmental Respect
- Operational Excellence

IUS ensures that the Quality Assurance Policy and requirements are communicated and understood by all personnel and contractors, through the application of detailed processes, work instructions and appropriate training.

All personnel and contractors are responsible for maintaining a proactive approach to the quality of their work and requirement to ensure adherence to the defined management system.

IUS is committed to providing our customers with high quality services that meet applicable standards and requirements, with the aim of meeting customers' expectations and maintaining customer satisfaction.

A blue ink signature of Andrew Maclennan, written in a cursive style.

Andrew Maclennan
Managing Director
Integrated Utility Services

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(A Northern Powergrid Company)