

## NTR Plant Services Ltd Inc Heartland Pipelines Ltd

# M02 Quality Policy

NTR Plant Services Ltd Inc Heartland Pipelines Ltd has established this quality policy to be consistent with the purpose and context of their organisation. It provides a framework for the setting and review of objectives in addition to their commitment to satisfy applicable clients', regulatory and legislative requirements as well as a commitment to continually improve the management system.

**Client focus:** As an organisation NTR Plant Services Ltd Inc Heartland Pipelines Ltd has made a commitment to understand their current and future clients' needs; meet their requirements and strive to exceed their expectations.

**Leadership:** Senior Management have committed to creating and maintaining a working environment in which people become fully involved in achieving our objectives.

**Engagement of people:** As an organisation NTR Plant Services Ltd Inc Heartland Pipelines Ltd recognise that people are the essence of any good business and that their full involvement enables their abilities to be used for the company's benefit.

**Process approach:** As an organisation the company understands that a desired result is achieved more efficiently when activities and related resources are managed as a process or series of interconnected processes.

**Improvement:** They have committed to achieving continual improvement across all aspects of our quality management system; it is one of their main annual objectives.

**Evidence-based decision making:** As an organisation NTR Plant Services Ltd Inc Heartland Pipelines Ltd have committed to only make decisions relating to their QMS following an analysis of relevant data and information.

**Relationship management:** NTR Plant Services Ltd Inc Heartland Pipelines Ltd recognises that an organisation and the relationship it has with its external providers are interdependent and a mutually beneficial relationship enhances the ability of both to create value.

The company's policy is also to meet the requirements of other interested parties and in meeting their social, environmental, charitable, regulatory and legislative responsibilities.

NTR Plant Services Ltd Inc Heartland Pipelines Ltd has produced quality objectives which relate to this policy and they can be found in document R04-01 Quality Objectives.

This policy is available and communicated to all interested parties as well as being made available to the wider community through publication on our Website, Company Noticeboard and Intranet.

Authorised by:



Position:

Managing Director

Date Approved: 10<sup>th</sup> May 2024

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