

Policy Statement

QUALITY POLICY

We aim to maintain and grow our reputation as the preferred Utility Infrastructure Consultants with the objective of enhancing customers satisfaction by:

- Ensuring the services, we provide meets the requirements as defined by our customers and is delivered in a timely and cost-effective way.
- Complying with the requirements of the customer, ensuring we conform with regulatory, statutory and legal codes of practice applicable to our activities
- Establishing quality objectives that are meaningful for staff, which promotes a work ethos where all are encouraged to review working practices and be actively involved in the methods for improvement to the quality management system.
- Developing employee skills and promoting continuous professional development to enhance their contributions through effective training.
- Ensuring our contractors are fully aware of the requirements for quality and given all the necessary information.
- Understanding that conforming to this policy involves all areas of our business.

This quality policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets.

A handwritten signature in black ink, appearing to read "Mark J.", is positioned in the lower-left area of the page.

09/05/2018

3. QUALITY OBJECTIVES

We aim to provide a professional and ethical service to our clients. In order to demonstrate our intentions, Our Management Team will analyse customer feedback data, internal performance data, financial performance data and business performance data at regular Management Reviews on a quarterly basis to ensure that our Quality Objectives are being met.

We have identified the following Quality Objectives in accordance with SMART (Specific, Measurable, Achievable, Realistic and Timed)

3.1 Always put our customer first.

- Be mindful of who the customer is
- Always consider what's best for them
- Endeavour to exceed their expectations
- Ensure employees actions enhance working relationship with the customer

3.2 Act in a responsible, trustworthy & professional way

- Gattica take responsibility for the workplace, and employees wellbeing
- Employees take pride in their workmanship
- Gattica pride themselves in being a reliable company and above reproach

3.3 Provide safe & sustainable employment

- The employee is the most important asset
- Gattica's intention\ is to create a safe environment where employees can thrive and achieve their full potential
- Gattica intention is to be an employer of choice, and known for recognising employee talent
- Gattica will initiate ways to develop employee skills that allows them to excel through regular direction and training.

3.4 Deliver sustainable, profitable growth

- Profitability provides security
- A successful business attracts the best, created investment and provides a future
- Growth nurtures ambition and drive to achieve more
- Gattica believe in sustainable earnings to safeguard the future

Our management team will measure and analyse customer feedback data, internal performance data, financial performance data and business performance data to ensure that our Quality Objectives are being met.