

Policy Statement

INFINITY Eng is committed to delivering high-quality engineering services across the utility sector. We provide safe, compliant and reliable solutions that meet client expectations and all applicable contractual, legal, regulatory and industry requirements.

Quality drives everything we do. Through strong leadership, technical excellence, competent people and robust, risk-based processes, we promote consistency, prevent defects and avoidable rework, and strive to deliver right first time.

We operate with integrity, accountability and professionalism, recognising that quality is a shared responsibility. Through collaboration, innovation and continual improvement of our Business Management System (BMS), we aim to deliver lasting value and build trusted, long-term client relationships.

Scope

This policy applies to all activities undertaken or controlled by INFINITY Eng Ltd and to all employees and subcontractors acting on our behalf. The BMS covers the provision of:

- Utility and construction infrastructure works
- Surveying and inspection services including aerial surveys
- Temporary works design services
- Project management
- Engineering consultancy
- Professional support services

The BMS applies to work delivered from our office, client premises and project sites throughout the United Kingdom and, where contracted, overseas. Outsourced processes, suppliers and subcontractors are controlled in proportion to the risk and importance of the services they provide.

Site Description

INFINITY Eng Ltd operates from its principal office at:

Unit 101 Greenacres, The Sidings, Red Hill Way, Leicester, LE4 3BR

The office supports the management, planning, coordination and administration of our services. Operational activities are also delivered at client premises, project sites and other contracted locations throughout the United Kingdom and, where applicable, overseas.

Quality Objectives and Performance

This policy, together with the Business Management System, provides the framework for establishing, monitoring and reviewing measurable quality objectives across the business. These objectives will support INFINITY Eng's strategic direction, client requirements and commitment to continual improvement and will be evaluated through regular performance monitoring and management review.

Our objectives include:

- Deliver services safely, efficiently and in accordance with agreed requirements.
- Maintain high levels of client satisfaction.
- Promote Right First-Time delivery and reduce avoidable rework.
- Minimise defects, nonconformities and complaints.
- Maintain a competent, capable and suitably authorised workforce.
- Improve the performance and consistency of our processes.
- Monitor and improve the performance of suppliers and subcontractors.
- Continually improve the effectiveness of the Business Management System.



Monitoring Quality Objectives

Progress against our quality objectives will be monitored and reported through Management Review. The Management Team will evaluate performance, identify emerging risks and opportunities, and agree any actions or changes required to support continual improvement.

Responsibilities

The Directors have overall accountability for this policy and the effectiveness of the Business Management System. They are responsible for providing appropriate leadership, resources and support and ensuring that quality objectives remain aligned with the company's strategic direction.

The Management Team is responsible for communicating the quality objectives and ensuring that all personnel understand how their roles and responsibilities contribute to achieving them.

Managers and supervisors are responsible for implementing applicable quality requirements, monitoring performance and reinforcing these responsibilities within their areas of control.

Everyone working for or on behalf of INFINITY Eng is responsible for following approved processes, delivering work to the required standard, reporting quality concerns and contributing to continual improvement.

Policy Review and Communication

This policy will be controlled through INFINITY Eng's internal management system, ISCompliant. The Document Owner is responsible for defining and, where necessary, amending the review frequency to ensure the policy remains suitable, effective and aligned with the business, its services, applicable requirements and strategic direction.

The policy will be communicated to all personnel working for or on behalf of INFINITY Eng and made available to relevant interested parties where appropriate.