

Quality Policy

This statement sets out Telent's strategic commitment to Quality Management and covers all aspects of our business activities.



Telent is a leading technology company and specialist in the design, build, support and management of the UK's critical digital infrastructure, drawing on decades of experience in mission critical communications and technology. We enable organisations to create, improve and operate the ICT and networks that their businesses and operations depend on. Our customers are many of the UK's and Ireland's best-known organisations, with a strong focus on transport, emergency services, network providers and the public sector.

Commitment

Telent will provide high quality services that consistently meet our customers' expectations and drive a right first-time culture that encourages continual improvement in business performance and organisational learning.

We will maintain a Quality Management System, certified to BS EN ISO 9001:2015 that satisfies the requirements of our customers and contracts, legal and regulatory obligations, the requirements of relevant industry standards, the applicable National Highways Sector Schemes 8 and 12D, and the National Security Inspectorate Quality Schedule SSQS101.

Our Quality Objectives

- Ensure our clients' communication infrastructures run efficiently and effectively.
- Improve continually in line with social and technological advances.
- Deliver legal, contractual and customer requirements in a compliant, effective and profitable way.
- Maintain and develop the knowledge and competency of our people with applicable industry accreditations where necessary.
- Understand the needs of our interested parties and, where agreed, incorporate them into service delivery, to ensure we meet or exceed these needs.
- Develop and maintain effective project and contract lifecycle and risk management processes, including those relevant to climate change.

Governance

Detailed sub-policies and procedures are published separately and updated in response to changes in legislation, standards, customer requirements and working practices.

We will monitor, and act where required, by using effective methods of Quality Control and Assurance, and by reviewing performance against agreed objectives and targets.

Roles and responsibilities for quality management are clearly defined to deliver governance, assurance and continual improvement of the management system and our performance.

The Chief Executive Officer, supported by the Telent Senior Management Team, has overall responsibility to ensure that this policy is effectively implemented and delivered across the business and our supply chain. This is cascaded to Business Units to:

- Deploy and integrate the Quality Policy into their activities.
- Identify activities that have the potential for negative impact on quality and manage through appropriate controls and actions.
- Implement and monitor successful quality plans and programmes to support our corporate objectives and targets.
- Train, develop and instruct people on their roles and responsibilities to ensure they fully understand the importance, and relevant procedures for the delivery, of those roles.

Employees and contractors working on behalf of Telent are required to comply with this policy and associated procedures. To further enable this policy, Telent partners with organisations renowned for the design and manufacturing of high-quality products and components and maintains an effective supplier risk management and assurance regime.

As a minimum this policy, and our performance in meeting its requirements, will be monitored and reviewed annually by the Senior Management Team.

Signed by:

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Joanne Gretton
 Chief Executive Officer

