

ECM (a GenusPlus Group trading entity) is a premier multi-disciplinary industrial contractor providing leading construction & maintenance services to the mining, oil and gas, infrastructure and power generation sectors. ECM supply a comprehensive suite of electrical and instrumentation, specialised mechanical and fabrication, turn-key power generation, technical and communication services supporting the business operations of our clients.

ECM exists to provide safe, trusted, and high value solutions to our stakeholders through our people, our culture and our values. Powerlines Plus prides itself as being a market leader and power contractor of choice. Our success to date has been built on quality, reliability and excellent service provision. We recognise that providing our customers with the highest quality service is crucial to our continued growth and success.

Our objective is to provide the highest levels of work and product quality, customer satisfaction and reliability that meets or exceeds our customer needs.

To achieve this objective, we will:

- Drive high performance through leadership, accountability, engagement, and collaboration
- Establish, communicate and promote quality objectives, targets and strategies
- Provide an overall quality framework that ensures a consistent delivery of service, products and expertise
- Communicate to employees, contractors, visitors, volunteers and other interested parties on the quality requirements of the integrated Safety, Health, Environment and Quality management system
- Ensure reliable risk management processes and identify and fulfil quality applicable requirements
- Establish and maintain relationships with clients and relevant stakeholders.
- Embed a customer focussed approach in which we work with our clients and relevant stakeholders to understand their needs, and collect feedback on whether needs are being met
- Drive continual improvement and innovation based upon efficient business processes, well-defined measurements, best practice, and customer feedback
- Monitor and evaluate quality performance of the integrated management system for us to learn and continuously improve our business
- Deliver on what we promise, in everything that we do

This applies to all our operations, team members, contractors and visitors, who have a responsibility to implement this policy. Through this, we will ensure that we provide our product and service to the best of our ability, ensuring time, cost, workmanship and quality that meet or exceed our customer needs.



David Riches  
Chief Executive Officer  
GenusPlus Group  
Date: 07/04/2020



Simon Higgins  
Executive General Manager  
ECM  
Date: 07/04/2020