HSEQ POLICY

Quality Management Policy

Delivering compliant work through planning, verification, documentation and continual improvement.

Policy statement

Hawk-Eyes is committed to delivering telecommunications and infrastructure services that meet agreed client requirements, approved designs, relevant specifications and applicable obligations. We aim to complete work right first time and provide clear, accurate evidence of the work performed.

1. Scope

- This policy applies to services delivered or coordinated by Hawk-Eyes, including site surveys, rigging, equipment installation and removal, cable and antenna works, civil and structural activities, maintenance, testing support and project handover.

2. Our commitments

- Understand and confirm the scope, drawings, specifications, acceptance criteria and client requirements before work starts.
- Use suitably competent personnel, appropriate materials, tools and equipment for the work.
- Plan inspections and verification activities proportionate to the scope, risk and contractual requirements.
- Maintain accurate records, including approved drawings, material checks, inspection results, photographs, test records, variations and handover documentation.
- Identify, record and manage defects, deviations and non-conformances; obtain approval for changes before proceeding where required.
- Use client feedback, audits, lessons learned and performance information to improve how work is planned and delivered.

3. Project quality controls

- Review work packs and current approved construction information before mobilization.
- Verify delivered materials and equipment against purchase orders, specifications and approved documentation where applicable.
- Complete installation checks and required inspections at defined stages, including hold or witness points where specified by the client or ITP.
- Check workmanship, labelling, cable routing, fixings, earthing and bonding, equipment placement and other relevant items against approved requirements.
- Record defects and non-conforming work, agree corrective actions and verify rectification before handover.
- Compile completion evidence and handover records in the format required by the client.

4. Responsibilities

- Management: establish quality objectives, provide resources and review quality performance.
- Project leads and supervisors: communicate requirements, coordinate inspections, maintain records and manage non-conformances.
- Workers and subcontractors: follow approved instructions, use current documentation, complete required checks and promptly raise errors or concerns.

5. Non-conformance and improvement

- Where work or materials do not meet requirements, the issue will be identified, recorded and assessed. Affected work will be controlled to prevent unintended acceptance or continuation. Corrective action will be determined, implemented and checked for effectiveness. Client notification and approval will be obtained where contract or project requirements demand it.

6. Implementation and review

- This policy is supported by project quality plans, ITPs, checklists, document control, material verification, inspection records and handover processes as applicable. Management will review the policy at planned intervals and when client requirements, services or operating conditions change.