



Quality Policy

Radius Systems are a worldwide market leader in engineered pipeline solutions for the gas, water, wastewater, telecoms, energy & power and district heating sectors. From the design, development and manufacture of pipeline components to the installation, replacement and rehabilitation of pipelines, we work closely with utilities, developers, contractors, specifiers and distributors in the construction industry, to develop innovative solutions for the safe operation of pipeline networks.

Quality, safety and a continuous program of product improvement are intrinsic elements of our 'getting it right first time' philosophy, supported and driven by our senior management team. We are continuously looking at how we can bring benefits to all our customers through our manufacturing technologies, technical know-how and product portfolio, underpinned by a robust quality management system accredited to ISO 9001:2015. In addition, we actively comply with a wide range of rigorous national and international third party standards which our products are certified to, and in order to design the safest and most reliable pipelines, both during their installation and throughout their lifetime operation, the highest quality products, business methodologies and systems are a prerequisite.

Our commitment is to enhance customer satisfaction; and the responsibility for quality is actively owned by every person throughout the organisation. The development of our dedicated people is therefore key to ensure we fulfil our customers' expectations, meet our obligations, and achieve our primary quality objectives:

- Robust and effective business processes.
- Reduction in business, customer and societal risks through process developments.
- Deliver customer satisfaction through 'Right First Time, On Time in Full'.
- Demonstrable continuous improvement.
- Measurable effectiveness of improvements.
- Performance measurement through feedback system based on 'Plan-Do-Check-Act'.

This policy applies to Radius Systems and its subsidiary companies and is reviewed on an annual basis.

Mark Stanway - CEO
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