



# Quality policy

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February 2020

## What we do

Copper Consultancy Ltd (Copper) is a specialist stakeholder communications company for infrastructure and development projects. We thrive in communicating complex and challenging issues in considered but innovative and creative ways, connecting developers, communities and decision-makers. We have a commitment to quality and excellence and a culture of hard work, problem solving and value for money.

Our vision is that development, infrastructure and services can be more effectively delivered by engaging the right people with the right information at the right time so that their input can be factored in to the life of a project. Our people are expert in their field, committed to delivering high quality service and enviable levels of client satisfaction.

Our values are very simple – to provide highly skilled, enthusiastic communicators and trusted advisors, committed to quality and excellence; to impart our expert knowledge of our sectors, policy, industry news, influencers and new developments to aid clients; and to deliver a culture of quality, hard work, and problem solving which values long term client relationships.

Our overarching objective is to ensure that we deliver great customer service in accordance with client requirements and this is front of mind in everything we do.

## Our people

We work with the public and private sectors, communities, contractors and consultancies to deliver communications through all stages of a project's life cycle. We work purely in our chosen sectors as it is in these fields that we have specialist industry, policy and communications expertise. We have strength in the depth and breadth of our knowledge.

Copper's senior team draws on decades of experience in the communications, energy, resources, transport, utilities and built environment sectors. Our people are intelligent, influential thought leaders who act as trusted advisers and critical friends to our clients. The senior team is supported by enthusiastic, hardworking and dedicated consultants, committed to delivering results.

Drawing on our unrivalled experience and deep understanding of the policy and technology challenges driving our clients' strategies, Copper's consultants are able to respond quickly and efficiently.

## Quality Management System

Our aim is to ensure every aspect of our services meets our clients' needs and

expectations and that we continuously improve our services. We do this by ensuring that all our people participate in this process and seek and act on client feedback.

To achieve this high quality standard, Copper is committed to its Quality Management System which meets the requirements of ISO9001:2015. We shall endeavour to continually improve both the quality system and our performance by delivering on the following commitments:

- We map and audit our key business processes, setting measurable objectives
- We listen to the needs and expectations of our clients and seek feedback, acting upon any compliments and complaints
- We measure our performance against key performance indicators and industry benchmarking
- We plan our resources to ensure we can meet client requirements
- We induct our employees, providing them with appropriate training and continuous development opportunities
- We carefully select and monitor our service providers
- We communicate and share best practice with our people and our clients
- We identify and monitor issues/risks (both external and internal) which could impact adversely on our clients or our strategic direction
- We ensure tight financial control.

### **Responsibility and review**

The Chair, supported by the Director and Operations teams, is ultimately responsible for quality but all employees are encouraged to take responsibility for the quality of the service or product that is within their direct control.

Our senior management team believes that a commitment to quality management is the means to drive our business forward and deliver continuous improvement for our clients.

We review our quality policy annually at our Quality Management System review meeting with any improvements being referred to the Director team for consideration and approval.



**Claire Gordon**  
**Chair**  
**February 2020**