



ISO Updates and Awareness for RADI Electrical Employees

RADI Electrical is an ISO 9001, 14001 and 45001 (Quality/Safety and Environmental) certified company.

As part of our certification, you should be aware of the following items:

- Our Quality, OHS and Environmental policies are available and can be sent to you on request.
- Our Objectives are:
 - a. **Sustain the highest quality of service** provided by achieving successful fulfillment of client requirements, resulting in reduced callbacks or back jobs through rigorous quality assurance protocols, comprehensive technician training, and proactive client communication strategies.
 - b. **Adhere to ISO Standards** and implement robust processes and procedures to achieve compliance with zero non-conformities, ensuring all quality management practices consistently meet or exceed ISO standards.
 - c. **Improve project management efficiency** by implementing standardized manuals, processes, enhancing communication channels, and optimizing resource allocation, resulting in a reduction in project timelines and increase in on-time project delivery.
 - d. **Enhance employee satisfaction** by implementing professional development programs, improving work-life balance initiatives, and fostering a positive workplace culture.
 - e. **Strengthen employee skills and competency** by developing and implementing a comprehensive training program that addresses skill gaps, promotes continuous learning, and ensures all staff meet or exceed industry standards, fostering a culture of excellence and professional development within the organization.

You might be wondering, “How do I fit into all of this?” Well, each one of you is a crucial part of the business - Here’s how:

1. **Quality:** Your dedication to high standards and attention to detail ensures we deliver professional roofs that stand the test of time. Improved quality means fewer repairs, happier customers, and more repeat business. It’s a win-win!



2. **Safety:** Every safety protocol you follow keeps you and your colleagues safe. A safer workplace reduces downtime from accidents and injuries, keeps our projects on track, and ensures everyone goes home at the end of the day.

3. **Environment:** Your efforts to reduce waste and recycle materials make a big difference. Sustainable practices not only help the environment but also boost our reputation as a company that cares. Customers love businesses that are eco-friendly!

By achieving our objectives, we're not just improving our performance; we're building a company that's known for known for excellence, safety, and sustainability.

Failing to conform with ISO systems can lead to us losing our certification, operational inefficiencies, increased risk, loss of customer trust, and possible legal and financial penalties.

Thank you for taking the time to read through this information becoming more aware of the importance of ISO compliance.