



Quality Manual

ISO 9001:2015 Compliant

Document #: MI.HWK.GEN-QM.010

Approved by: _____

A handwritten signature in blue ink, appearing to be "M. P. ...", written over a horizontal line.

Date: _____

5/21/2019

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Revision History

Rev #	Summary of Change	Date	Author
0	Initial issue of Quality Manual	01/31/2017	D. Huesken SQC
1	Amend Quality Policy	05/21/2019	E. Kleinke

Introduction

Elecnor Hawkeye, hereinafter referred to as Hawkeye, developed and implemented a Quality Management System in order to document the company's best business practices, better satisfy the requirements and expectations of its customers and improve the overall management of the company.

To fully understand the organization and its context, Hawkeye determined the external and internal issues that are relevant and that affect its ability to achieve the intended results of the quality management system.

The Quality Management System of Hawkeye complies with the requirements of the international standard ISO 9001:2015. The system addresses the installation of services by incorporating the process approach, where consistent and predictable results are achieved more effectively and efficiently when activities are understood and managed as interrelated processes.

This process approach provides for the management of the quality system and its processes through the application of a "Plan-Do-Check-Act" methodology and a focus on "Risk-Based-Thinking" leading to the prevention of undesirable outcomes.

This quality manual is used internally to guide the company's employees through the various requirements of the ISO standard that must be met and maintained in order to ensure customer satisfaction, continuous improvement and provide the necessary instructions that create an empowered work force.

Approved by a top management representative, this manual is used externally to introduce Hawkeye's Quality Management System to customers and other external organizations or interested parties. It is used to familiarize them with the controls that have been implemented and to assure them that the integrity of the QMS is maintained and focused on customer satisfaction and continuous improvement.

1.0 Scope

To determine and establish the scope of the Quality Management System (QMS), Hawkeye defined the boundaries and applicability of the QMS and considered the external and internal issues, the requirements of relevant interested parties, and the products and services of the company.

The scope of the Quality Management System includes the major product and service categories associated with the primary functions of utility providers, private contractors and developers, municipalities and cooperatives. The applicable requirements of ISO 9001:2015 were applied within the determined scope of the QMS. The scope is maintained as documented information.

Hawkeye is a leading turn-key service provider in the energy sector working with utilities, manufacturers, developers and government agencies throughout the Northeast and Mid-Atlantic States. Hawkeye's core service offerings include, but are not limited to:

- Electric Overhead Transmission
- Electric Underground Transmission
- Electric Distribution
- Substation
- Natural Gas Infrastructure
- Directional Drilling
- Renewable Energy
- Power Generation
- EPC

Hawkeye has determined that the following ISO 9001:2015 requirements are not applicable and will not result in failure to achieve conformity of our products and services:

- Clause 8.1 Operational planning and control
- Clause 8.3 Design and Development

2.0 References

To enhance understanding, applicable references are included in documented procedures.

3.0 Terms and Definitions

To enhance understanding, applicable definitions are included in documented procedures.

4.0 Context of the Organization

4.1 Company Background

Since 1999, Elecnor Hawkeye has built a reputation of customer satisfaction, environmental stewardship and on-time/on-budget projects. Delivering projects safely, on-time and on budget are pillars of our construction management strategies.

As an Elecnor Group company, Elecnor Hawkeye has financial stability and access to operational expertise throughout the globe as a complement its core leadership team, who collectively have more than a century of experience in the Energy Sector. Elecnor's global capabilities and experience in infrastructure, commercial electrical contracting and renewable energy provide the highest level of expertise to the U.S. market.

4.2 Organizational Structure

To ensure compliance with Hawkeye's QMS, PI.HWK.GEN-03.010 *Organization* outlines what responsibilities have been assigned to personnel listed in the organizational structure.

4.3 Distribution Control

QMS master copies, including this manual, are issued and controlled by the QA Manager (Management Representative). All matters or inquiries relating to its contents or usage are to be referred to that individual. All printed copies are considered to be uncontrolled.

4.4 Revision Status

Revision status tables are found in all procedures and instructions.

5.0 Leadership

Top management will demonstrate leadership and commitment with respect to the quality management system by ensuring that the quality policy and quality objectives are established and are compatible with the context and strategic direction of Hawkeye as described in PI.HWK.GEN-03.020 *Leadership*.

5.1 Customer Focus

Top management demonstrates the leadership and commitment with respect to customer focus by ensuring that: customer and applicable statutory and regulatory requirements are determined, understood and consistently met; the risks and opportunities that can affect conformity and the ability to enhance customer satisfaction are determined and addressed; and the focus on enhancing customer satisfaction is maintained.

5.2 Quality Policy

Top Management has established and implemented the following Quality Policy in support of our strategic direction and quality objectives:

Elecnor Hawkeye is committed to safely delivering services of the highest quality through the ongoing review and improvement of processes and a commitment to meet or exceed customer requirements at all levels.

The above policy is appropriate for Hawkeye. It is maintained, communicated and applied within Hawkeye, reviewed for continual suitability, and made available to interested parties.

5.3 Responsibility and Authority

Top management ensures that the responsibilities and authorities for relevant roles are assigned, communicated and understood throughout Hawkeye. Responsibility and authority has been assigned for:

- Ensuring that the QMS complies to the requirements of ISO 9001:2015
- Ensuring that the processes are delivering their intended outputs
- Reporting on QMS performance and on opportunities for improvement
- Ensuring the promotion of customer focus
- Ensuring QMS integrity when changes are planned and implemented

6.0 Planning

6.1 Risk and Opportunities

When planning, Hawkeye considers external and internal issues relevant to strategic direction, and will determine the risks and opportunities that need to be addressed. Actions to address risks and opportunities will be planned.

6.2 Quality Objectives

Management ensures that measurable quality objectives, including those needed to meet requirements for product and services are established, as described in PL.HWK.GEN-05.050 *Planning for the Quality Management System*.

Quality objectives are consistent with the quality policy, are relevant to the conformity of products and services, enhance customer satisfaction, and are monitored, communicated and updated as appropriate. Hawkeye maintains documented information on quality objectives, in the form of key performance indicators (KPI), at relevant functions and levels.

6.3 QMS Changes

When Hawkeye determines the need for changes to the QMS, the changes are carried out in a planned and systematic manner. The potential consequences, integrity of the QMS, and resource needs are considered.

7.0 Support

7.1 Resources

People: Hawkeye has determined and provided the resources needed, as described in PL.HWK.GEN-08.010 *Resource Management*, for the establishment, implementation, maintenance and continual improvement of the QMS. Existing internal resources and external provider requirements have been considered.

Infrastructure and Environment: Hawkeye determines, provides and maintains the infrastructure and suitable environment necessary for the operation of its processes to achieve conformity of products and services.

Monitoring and Measuring Resources: Hawkeye has determined and provides the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products and services to requirements.

When measurement traceability is a requirement, or is considered by Hawkeye to be an essential part of providing confidence in the validity of measurement results, measuring equipment must be verified or calibrated, or both, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards. When no such standards exist, the basis used for calibration or verification will be retained as documented information as described in PI.HWK.GEN-06.040 *Control of Monitoring and Measuring Equipment*.

Measuring equipment is identified, and safeguarded from adjustments or damage that would invalidate the calibration status and subsequent measurement results.

7.2 Competence

Hawkeye has determined the necessary competence of person(s) doing work under its control that affects the performance and effectiveness of the QMS, and ensures competence based on appropriate education, training, or experience as described in PI.HWK.GEN-04.020 *Competence and Awareness*.

7.3 Awareness

Hawkeye ensures that persons doing work under their control are aware of the quality policy, objectives, their contribution to the effectiveness of the QMS, including the benefits of improved performance, and the implications of not conforming with QMS requirements.

7.4 Communication

Hawkeye has determined the internal and external communications relevant to the quality management system as described in PI.HWK.GEN-12.010 *Communication*.

7.5 Documented Information

The Hawkeye QMS includes documented information determined by Hawkeye as being necessary for the effectiveness of the quality management system. When creating and updating documented information, Hawkeye ensures appropriate identification, description, format and media, as described in PI.HWK.GEN-02.010 *Control of Documented Information*, and is reviewed and approved for suitability and adequacy.

Documented information is controlled to ensure it is available and suitable for use, and is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity). Retained documented information is protected from unintended alterations.

Hawkeye maintains a document control list that provides the responsibility, approval date, and revision status for each procedure, form, work instruction and flow diagram.

8.0 Operation

8.1 Planning and Control

Not applicable - Should operations change, Hawkeye would establish and maintain an appropriate operational planning and control process, including determining the requirements and establishing the acceptance criteria of products and services.

8.2 Customer Communication

Communication with customers includes providing information relating to products and services, handling inquiries, contracts or orders, including changes, and obtaining customer feedback, including customer complaints.

When determining the requirements for offered products and services, Hawkeye ensures they can meet the offered claims as described in PI.HWK.GEN-06.010 *Customer Related Processes*. Before committing to supply products and services, Hawkeye conducts a review, which includes the customer's requirements for delivery and post-delivery activities.

When requirements are changed and relevant documented information is amended, relevant persons are made aware of the changed requirements.

8.3 Design and Development

Not applicable - Should operations change, Hawkeye would establish and maintain an appropriate design and development process, including design planning, inputs, controls, outputs and changes.

8.4 External Control

Hawkeye ensures that externally provided processes, products and services conform to requirements and do not adversely affect our ability to consistently deliver conforming products and services to our customers. Hawkeye ensures the adequacy of requirements prior to communicating with the external provider as described in PI.HWK.GEN-07.010 *Control of External Providers*.

8.5 Production and Service Control

Hawkeye controls unique identification, as described in PI.HWK.GEN-09.010 *Identification and Traceability*, and retains the documented information necessary to enable traceability.

Preservation, including identification, handling, contamination control, packaging, storage, transportation and protection, is controlled as described in PI.HWK.GEN-09.020 *Preservation*.

When meeting the requirements for post-delivery activities, Hawkeye considers potential undesired consequences, the nature, use and intended lifetime of products and services, customer requirements and feedback. Post-delivery activities include contractual obligations, recycling and final disposal.

8.6 Release

Hawkeye has implemented planned arrangements to verify that the product and service requirements have been met. The release of products and services to the customer shall not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer.

Hawkeye retains documented information on the release of products and services, including: a) evidence of conformity with the acceptance criteria and traceability to the person(s) authorizing the release.

8.7 Nonconforming Outputs

Hawkeye will use suitable means to identify outputs when necessary to ensure the conformity of products and services as described in PI.HWK.GEN-12.020 *Control of Nonconforming Outputs*. Hawkeye will preserve the outputs during production and service provision, to the extent necessary to ensure conformity to requirements.

Hawkeye will ensure that outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery. Documented information that describes the nonconformity is retained.

9.0 Performance Evaluation

9.1 Monitoring, Measurement, Analysis and Evaluation

To ensure valid results, Hawkeye will determine what needs to be monitored and measured, and when the results are analyzed and evaluated as described in the PI.HWK.GEN-12.000 *Inspection*. Documented information of results is retained.

Hawkeye monitors our customer's perception of our ability to fulfill their needs and expectations. The method for obtaining, monitoring and reviewing customer perception has been defined as described in PI.HWK.GEN-12.030 *Customer Satisfaction*.

Hawkeye analyzes and evaluates the data and information arising from monitoring and measurement. The results of analysis are used to evaluate: customer satisfaction, the performance and effectiveness of the quality management system, the effectiveness of actions taken to address risks and opportunities, and the need for improvements.

9.2 Internal Audit

Hawkeye conducts internal audits at planned intervals to provide information on whether the QMS conforms to our own requirements.

Hawkeye plans, establishes, implements and maintains an audit program, including the frequency, methods, responsibilities, planning requirements and reporting. The audit program takes into consideration the importance of the processes, changes affecting them, and the results of previous audits as described in PI.HWK.GEN-13.010 *Internal Audits*. Documented information of the audit program is retained.

9.3 Management Review

Top management reviews Hawkeye's QMS at planned intervals to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction.

Meeting inputs consider: the status of actions from previous management reviews, changes relevant to the QMS, resources, opportunities for improvement, and trends in customer satisfaction and feedback, objectives, performance, nonconformities and corrective actions, and audit results, as described in PI.HWK.GEN-01.010 *Monitoring and Review by Management*.

Meeting outputs include decisions and actions related to: opportunities for improvement, the need for changes, and resource needs. Documented information of review meetings is retained.

10.0 Improvement

Hawkeye has determined and implemented opportunities for improvement, including the actions necessary to meet customer requirements and enhance customer satisfaction.

When nonconformity occurs, including any arising from complaints, Hawkeye will evaluate the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, as described in PI.HWK.GEN-11.030 *Nonconformity and Corrective Action*. Any corrective action taken shall be evaluated for effectiveness.

Documented information is retained as evidence of the nature of the nonconformities, any subsequent actions taken, and the results of any corrective action.

Hawkeye will continually improve the suitability, adequacy and effectiveness of the quality management system as described in PI.HWK.GEN-11.040 *Improvement*.