QUALITY POLICY

Clearway Drainage Systems Limited aims to provide excellent services to its customers on time and within budget.

The Company operates a Quality Management System that has gained BS EN ISO 9001:2015 certification, including aspects specific to the provision of drainage and sewer maintenance services including blocked drains, liquid waste removal, full site surveys, drainage systems investigations and other related services.

The Company recognises that to be competitive and maintain good economic performance, we must employ management systems that continually improve the quality of our services and increase the satisfaction of our customers/clients, employees, shareholders, suppliers and society at large.

The management is committed to:

1. Developing and improving the Quality Management System
2. Continually improving the effectiveness of the Quality Management System
3. The enhancement of customer satisfaction.

The management has a continuing commitment to:

1. Ensuring that client/customer needs and expectations are determined and fulfilled with the aim of achieving client satisfaction
2. Communicating throughout the Company the importance of meeting client/customer needs and all relevant statutory and regulatory requirements
3. Establishing the Quality Policy and its objectives
4. Ensuring that the Management Reviews set and review the quality objectives, and reports on the Internal Audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System
5. Ensuring the availability of resources.
6. Instilling the confidence of our management and staff that the requirements for quality are being fulfilled and maintained and that quality improvements take place

We are conscious that the motivation of our employees is dependent on their training and understanding of the tasks they are expected to perform. It is part of our on-going training program that this policy is communicated and understood at appropriate levels in the Company.

The Company complies with all relevant statutory and regulatory requirements.

The Company constantly monitors its quality performance and implements improvements when appropriate. This Quality Policy is regularly reviewed in order to ensure its continuing suitability.
Copies of the Quality Policy are made available to all members of staff. Copies of the minutes of Management Reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the Quality Management System.

Date of Issue: **07/07/2025**	**Signed:**
To be reviewed in event of changes to legislation or changes within the business	**Print Name:** **SCOTT BRIGGS, MANAGING DIRECTOR**