

# Quality Policy Statement

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Clear-flow Ltd is committed to carrying out our core business activities, which includes the provision of liquid waste management services including haulage, drain unblocking, sewer cleaning, tank cleaning, high pressure water jetting, CCTV surveys, drain lining, installation, maintenance & repair of drainage systems and septic tank emptying, in a responsible, sustainable manner.

## ***Management System***

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Our Quality Management System (QMS), which is developed, implemented, maintained and certified by a UKAS accredited body to ISO 9001:2015, ensures our continued compliance and is used to support our strategic direction.

## ***Compliance, Commitment & Resources***

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To accomplish our commitment and to ensure continual improvement in quality performance we consider all relevant factors including legal requirements and governmental policies, customer and employee expectations and concerns, short and long-term benefits, costs and liabilities, and viable material and process alternatives. We are committed to ensure sufficient resources are provided to achieve our goals.

## ***Continual Improvement***

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We are committed to continually improving quality performance which is accomplished through setting objectives and targets. Objectives are accomplished by establishing programmes to achieve and monitor effectiveness, and ultimately reach our targets. We continually review performance, and constantly aim to improve the QMS.

## ***Involvement and Communication***

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Clear-flow Ltd ensures two-way consultation with customers and other interested parties and by allowing the QMS to become integral to our organisation's business it enables us to provide consistency and focus throughout all activities.

Clear-flow Ltd actively promotes participation in achieving our aims throughout the organisation. We communicate our commitment to quality management by promoting responsibility among our employees and stakeholders. This is done by:

- Providing training and support to enable employees to implement this policy
- Inform stakeholders of our quality policy, to encourage them to adopt effective quality management practices
- Continually involving all affected parties in the setting and attaining of our quality goals
- Communicating the results of our quality performance to all interested parties

Clear-flow Ltd will carry out an annual review of its Quality Policy and will also review this policy upon the introduction of new processes, procedures, legislation, or any other contributing factors that may affect our quality assurance considerations.

**Signed:**



**Date:** 03/01/2019

**Last Reviewed:** 03/01/2019

**Name:** James Hustler

**Position:** Managing Director

**Next Review:** 03/01/2020