

## Quality & Environmental Policy statement

### Vision

To be regarded by clients and the industry as the best consultancy for water management services and be recognised by the wider community as a company that respects and cares for the environment.

### Mission

To provide water management services that exceed client expectations and have a positive impact on the environment whilst at the same time conducting our activities in a manner that protects the environment and prevents pollution.

To achieve our Vision and Mission, the following principles must be understood and complied with.

### Clients

- Ensure clients' needs and expectations are understood and fully met.
- Provide services and solutions that reduce clients' operating costs.
- Develop professional and open relationships with our clients.
- Use client feedback to help improve our services.
- Keep client satisfaction at the heart of our business.

### Internal Systems

- Ensure compliance with ISO 9001:2015 and ISO 14001:2015 and other applicable regulatory and statutory requirements and cooperate as required with regulatory authorities.
- Manage quality and environmental risks associated with operations and stakeholder requirements.
- Ensure risks are considered when changes occur to operational, client and other stakeholder needs.
- Provide a working environment where activities are conducted legally, effectively, efficiently and safely without harm to the environment or adverse impact on client services.
- Ensure suitable equipment is available and maintained.
- Conduct activities in a manner that has a positive impact on staff and the wider community.
- Set objectives and targets that promote improvements to quality and environmental performance.
- Seek out and act upon opportunities that promote improvement of working practices, services and environmental performance.
- Communicate the Quality & Environmental Policy to staff and other stakeholders as necessary.
- Regularly review the Quality & Environmental Policy and update as necessary to ensure its remains appropriate.

### Employees

- Ensure employees are provided with the necessary information, training and support to help them carry out their responsibilities competently and confidently.
- Encourage employees to be involved in quality and environmental improvement decisions.

### Suppliers

- Take account of the environment when selecting suppliers and materials.
- Only use reliable suppliers and contractors who share our commitment to client satisfaction and protection of the environment.
- Maintain close relationships with key suppliers and contractors and treat them fairly and even-handedly.