

QUALITY, ENVIRONMENT, SAFETY AND HEALTH POLICY

OUR COMMITMENTS



We are the United Kingdom's leading providers of pipe and sewer survey, cleaning, renovations and repair, civil engineering, building fabric maintenance and vegetation control. Our primary markets are the water and sewerage, insurance, local authority, industrial, commercial and transport sectors. We provide a 24-hour service using our own directly employed workforce supervised by our experienced management team.

Though our services are aimed to reduce the overall risk of our client's activities, our own activities do involve elements of risk. To manage these risks we plan our activities through our business management system which is certified to ISO9001:2008, ISO14001:2004, BS OHSAS 18001:2007 and various Achilles and SSIP certified schemes.

Our key objectives are:

- to be the intelligent 'can do' contractor our clients want to use
- to deliver a professional high quality service dedicated to meeting our clients requirements and expectations
- to maintain a safe working environment and culture at all times
- to expand our business and develop services mutually beneficial to our valued clients and to us.

We are committed to:

- being customer focused, meeting their requirements and adding value to their business
- at least complying with legal requirements and other requirements
- preventing harm to persons working on our behalf, others affected by our work and the environment
- the efficient use of resources, including physical, material, human and financial resources
- the continual improvement of the company's performance.

In conducting our services we will:

- provide leadership through establishing commitment, focus, objectives and authority
- identify customer, legal and other requirements and plan our activities to achieve those requirements
- provide supporting resources to deliver those requirements
- develop behaviours to deliver a positive compliance culture
- measure and evaluate our performance to ensure compliance and continual improvement.

We will communicate this policy to all persons working on our behalf and other interested parties. This policy shall be made available to the public through reception notice boards, the UKDN Waterflow website and other suitable means. We will review this Policy at least annually.

As the board of UKDN Waterflow we dedicated to ensuring that we excel in the delivery of these commitments.

Nick Reilly
Managing Director Technical Services

Ian-Palmer Smith
National Operations Director

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