

Quality Policy Statement

Flowline Group incorporating Clearaway Drainage Services works collaboratively with clients to deliver services that benefit communities and the places they live work and play.

We are one of the leading drainage contractors in the Southern regions and are a significant employer in the area offering a "best in class" service to clients in the Public, Commercial and Private sectors throughout the United Kingdom.

Our vision is to grow a sustainable, drainage services business by using our extensive knowledge and understanding of the drainage industry to apply intelligent, cost effective solutions that help our customers.

As an organisation we are committed to providing an effective framework through which we deliver the highest quality services to our clients.

This framework is intended to drive continual improvement throughout the organisation to positively enhance client satisfaction whilst addressing the needs of our Interested Parties.

Our aims are to:

- Implement processes and procedures to support us in meeting client/contractual requirements whilst delivering our services consistently and to a high standard;
- Work collaboratively with our suppliers, partners and clients to ensure we deliver valued services to our clients and their customers;
- Use feedback to improve the services we deliver and the effectiveness of our Quality & Environmental Management System (QEMS) which is UKAS certified to ISO 9001 for Flowline & ASCB certified to ISO 9001 for Clearaway.
- Maintain continued development of our staff ensuring they have sufficient training, experience and knowledge to carry out their appointed tasks.

We are committed to satisfying all applicable requirements and the continual improvement of our QEMS. Our Quality objectives will be regularly reviewed by senior management. They will be used as a measure of our performance, and amended if necessary, to ensure they are appropriate to the business and relevant to our customers.

Signed:



Matthew Rowlatt – Managing Director

Date: Jul 2018

Review Date: Jul 2019