

## **Quality Policy**

It is the policy of **Easaway Drain Care (UK) Ltd** to maintain a quality management system designed to meet the requirements of **ISO9001:2015**, in pursuit of its primary objectives, purpose, and the context of the organisation.

To achieve this, we will:

- Strive to satisfy the requirements of all of our customers, stakeholders, and interested parties, meeting and exceeding their expectations wherever possible.
- Comply with all legal requirements, codes of practice, and other obligations applicable to our activities.
- Reduce hazards and prevent injury, ill health, and pollution.
- Provide the necessary resources, including equipment and trained, competent staff, to achieve these objectives.
- Ensure all employees are aware of their individual obligations in respect of this quality policy.
- Maintain a management system that promotes continual improvement in its effectiveness and performance, based on the principles of risk management.

This quality policy provides a framework for setting, monitoring, reviewing, and achieving our objectives, programmes, and targets.

Customer service is an essential part of the quality process. To support this, all employees receive training to ensure they understand the quality system and its importance in delivering excellent customer service.

To ensure continuous improvement, the Quality Management System is regularly reviewed by Top Management to verify its ongoing suitability and effectiveness. The system is subject to both internal and external annual audits.

### **Compliance Statement**

This policy complies with ISO9001, ISO14001, ISO45001, and all relevant UK legislation, including environmental and health & safety regulations.

This policy has been approved & authorised by:

**Name: Paul Beswick**

**Position: Director**

**Date: 07/10/26**

