

## Quality Policy

County Drains Leicester Ltd. is committed to delivering high-quality drainage and maintenance services that consistently meet or exceed customer expectations. We operate a Quality Management System aligned with ISO 9001:2015 and strive to achieve customer satisfaction through professionalism, innovation, and continual improvement.

To support this commitment, we will:

- Maintain compliance with all applicable legal, regulatory, and industry standards.
- Provide services that consistently meet contractual, statutory, and customer requirements.
- Foster a culture of continual improvement across all areas of the business.
- Identify and manage risks and opportunities that may affect service quality or customer satisfaction.
- Set, monitor, and review quality objectives that align with our strategic direction.
- Provide appropriate training and resources to ensure employee competence and engagement.
- Engage with customers, suppliers, and other stakeholders to promote open communication and collaboration.

This policy is reviewed annually as part of the Management Review process, or sooner if significant changes occur. It is communicated to all employees and made available to interested parties as required.

Approved by:



Rob McClumpha, Director

Date: April 2025