



QUALITY STATEMENT

The Water Management Alliance (the 'Organisation') aims ensure quality by:

1. Achieving and implementing government targets, which will have been determined nationally through ADA
2. Promoting an organisational culture which is open and accountable, pragmatic, professional, innovative, ethical and entrepreneurial
3. Reducing to a minimum / eliminate accidents at work
4. Consulting all interested parties before formulating policy and making decisions
5. Developing standards of best practice and providing services which reflect local needs

The Water Management Alliance (the 'Organisation') aims to provide defect free products & services to its customers on time and within budget.

The Organisation operates a Quality Management System that has gained BS EN ISO 9001 : 2015 certification, including aspects specific to all activities associated with the drainage, flood and coastal defence and water level management in the internal drainage districts of its member boards.

The management is committed to:

1. Develop and improve the Quality Management System
2. Continually improve the effectiveness of the Quality Management System
3. The enhancement of customer satisfaction

The management has a continuing commitment to:

1. Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
2. Communicate throughout the Organisation the importance of meeting customer needs and all relevant statutory and regulatory requirements
3. Establish the Quality Statement and its objectives
4. Ensure that the Management Reviews set and review the quality objectives, and reports on the Internal Audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System
5. Ensure the availability of resources

The structure of the Quality Management System is defined in this Quality Manual.

All personnel understand the requirements of this Quality Statement and abide with the contents of the Quality Manual.

The Organisation complies with all relevant statutory and regulatory requirements.

The Organisation constantly monitors its quality performance and implements improvements when appropriate.

This Quality Statement is regularly reviewed in order to ensure its continuing suitability.

Copies of the Quality Statement are made available to all members of staff. Copies of the minutes of Management Reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the Quality Management System.

Signed: *P. Camamile* Name: Phil Camamile
 Position: Chief Executive Date: 04/09/2023