

QUALITY, ENVIRONMENT, SAFETY AND HEALTH POLICY

The Waterflow Group Plc is one of the United Kingdom's leading providers of drainage, sewer, civil engineering and construction services to industrial, commercial, local authority, rail and water industry clients. Waterflow provides a 24-hour service using our own directly employed workforce supervised by our experienced management team. Our contracts involve us working on sewerage systems, in or near to watercourses, on potable water systems, on highways, railways, airports, commercial and industrial sites and in residential areas.

We are conscious that though our services are aimed to reduce the overall risk of our client's activities, our own activities do involve elements of risk. To reduce these risks we plan our activities through our integrated Quality, Environment, Safety and Health (QUENSH) Management System.

We are committed to:

- being customer focused, meeting customer requirements and enhancing customer satisfaction
- complying with legal requirements and other requirements
- preventing incidents and harm to employees, contractors, employers and the general public.
- preventing pollution of the environment and nuisance to local communities
- the efficient use of resources, including physical, material, human and financial resources
- the continual improvement of the company's performance and the QUENSH Management System

In conducting our services, we have established, implemented, maintained and continually improved our QUENSH Management System to ensure that we:

- provide management responsibility for establishing commitment, focus, objectives and authority
- identify customer, legal and other requirements
- plan our activities to achieve those requirements
- provide resources essential to the implementation and control of those requirements. Resources include human resources and specialised skills, technology and financial resources.
- measure, monitor, review and improve our service to ensure that our activities are carried out in line with this Policy.

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 maintaining a safe working environment and culture at all times.
- to expand our business and develop services mutually beneficial to our valued clients and Waterflow.

The QUENSH Management System is certified to ISO9001:2008 and complies with the requirements of ISO14001:2004 and BS OHSAS 18001:2007.

We will communicate this policy to all employees, sub-contractors and suppliers, and other interested parties. This policy shall be made available to the public through reception notice boards, the Waterflow website and other suitable means.

This Policy shall be reviewed annually.



Philip Robertson
Managing Director
November 2010



Roger Kern
Operations Director
November 2010