



## QUALITY POLICY

GEWS is one of Wales' leading drainage and waste disposal contractors and the company prides itself on the quality service it delivers to its customers. GEWS's quality policy is to achieve sustained, profitable growth by providing services which consistently satisfy the needs and expectations of its customers and other interested parties.

The objective of the management of GEWS is to provide a service to clients in a manner that conforms to contractual and regulatory requirements and to do so in the most efficient and effective manner.

To achieve and maintain the required level of assurance the Managing Director retains overall responsibility for the Quality System and is fully committed to ensuring the continual improvement of the effectiveness of the Quality Management System, fully supporting ideas and initiatives which bring about improvement.

The objectives of the Quality Management System are:

- a) To maintain an effective Quality Assurance System complying with International Standard ISO 9001:2015 requirements.
- b) To achieve and maintain a level of quality which enhances the Company's reputation with customers.
- c) To ensure compliance with applicable requirements.
- d) To maximize, at all times, customer satisfaction with the services provided by GEWS.
- e) To set realistic quality objectives to ensure that continual improvement is achieved.
- f) To ensure that all staff understand the importance of quality in their work and provide ongoing training and instruction as necessary.

This policy is available to all employees and made available to interested parties on request it is also available on our web site [www.Gews.co.uk](http://www.Gews.co.uk).

**SIGNED: Gwil Thomas**

**POSITION: Director of Compliance, Regulation, Health & Safety**

**DATE: 19 February 2024**

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GEWSMS-03		1 of 1	19/02/2024	2