

Quality Policy Statement

The Directors take responsibility and accountability for the Company's Quality Policy.

The Directors of Drain Line Southern Ltd are committed:

- To the supply of our services in compliance with both our customer's and other relevant interested parties needs and requirements and those of the British, International or European standards or any other agreed specification, including National Highways Sector Scheme 12A/B and 12D.
- To the principle that the maintenance and improvement of service quality is the responsibility of all staff within the company, with ultimate accountability with the Managing Director.
- To ensure that Third Party accreditation and certification is maintained as defined by the approved company Targets and Objectives.
- To the principle of ensuring that the requirements for a quality system and quality objectives and targets are fully identified within the integrated company management system and implemented.

The Directors will commit sufficient resources to ensure the following:

- The training of staff to be able to effectively implement and operate an integrated management system including the management of:
- quality to ISO 9001 and the company policy and objectives
- Supply of services to National Highways Sector Scheme 12A/B and 12D
- To monitor, achieve and continuously improve against company quality objectives and targets.
- To ensure all system documents are prepared in accordance with Drain Line Southern Ltd declared policies and systems and therefore fully acknowledge national and local legislation and industry best practice.
- The Company's commitment to internal auditing and reporting of the management systems is carried out at defined frequencies by trained Auditors.
- Due account is taken of customer and relevant interested party feedback and the results of audits to ensure the systems reflect stakeholder needs and agreed standards, and are continuously improving and complying with relevant requirements, standards and legislation.
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Name: Tristan Miles

Signed:



Appointment: Managing Director

Date: 1st September 2026

Next Review Date: 1st September 2027

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