

## QUALITY POLICY

The firm operates a Quality Management System in accordance with the requirements of BS EN ISO 9001:2015 in relation to consultancy services for the planning, development, and environment sectors, including (but not limited to) water and environmental management, flood risk, drainage, and multi-utilities.

**It is the policy of Weetwood to provide a high quality, professional and client focussed service.**

The leadership team is committed to:

- Satisfying applicable requirements by ensuring that client and applicable statutory and regulatory requirements are determined, understood and consistently met
- Developing and improving the Quality Management System by ensuring that the risks and opportunities that can affect service delivery and client satisfaction are determined and addressed and that there is a focus on enhancing client satisfaction

The leadership team shall:

- Be accountable for the effectiveness of the Quality Management System
- Ensure that the quality policy and quality objectives are compatible with the strategic objectives of the firm
- Ensure that the quality objectives are maintained as part of the Quality Management System internal auditing, monitoring and management review processes, in order to enhance client satisfaction
- Promote the use of a process approach and risk-based thinking
- Ensure that the resources needed for the Quality Management System are available
- Communicate to all staff the importance of effective quality management and of conforming to the Quality Management System requirements
- Ensure that the Quality Management System achieves its intended results
- Engage, direct and support staff to contribute to the effectiveness of the Quality Management System
- Promote continuous improvement
- Support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility
- Establish partnerships with suppliers and interested parties, where appropriate, to provide an improved service

Weetwood complies with all relevant statutory and regulatory requirements and monitors its quality performance, and implements improvements when appropriate.

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

Copies of the Quality Policy 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.



Kevin Tilford  
Managing Director  
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