



## QUALITY POLICY STATEMENT

Current Version: 03,  
Issued: 13<sup>th</sup> January 2020  
**Last Reviewed: 14<sup>th</sup> May 2024**

Doc Ref: QD.04a ISO 9001:2015 Clause: 5.2

Approved By: K. Richardson

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Quality, Health, Safety  
& Environmental  
Management System

Underground Surveys (UK) Ltd is a family-owned business which provides nationwide drainage surveys, no-dig solution sewer pipe repairs, pollution and flooding investigation services to a broad customer base from large blue chip utilities companies to individual homeowners.

Underground Surveys (UK) Ltd mission is to provide customers with the highest level of safety and quality standards with an over-riding objective to provide customers and clients with outstanding and excellent customer service levels that meet or exceed their expectations whilst providing excellent value for money.

We provide all our employees with high levels of training and first-class welfare facilities to ensure they are motivated to perform their duties competently, efficiently and safely.

Our vision is to continually grow our company at a manageable and controlled rate that will also allow us to continuously develop our resources and services.

Whilst providing our services we will ensure we satisfy all legislative, regulative and other applicable requirements that impact on our business.

We will continually improve all aspects of our services and quality management system by establishing quality objectives measured by key performance indicators in critical areas such as:

- Customer Satisfaction
- Employee Performance
- Productivity
- Innovation and Technology

Our management team are focused and committed to drive these improvements to be benefit of all interested parties.

This Quality Policy statement will be regularly reviewed during internal management reviews and communicated internally via induction training and externally via publication to our website.

As Managing Director, I retain personal responsibility for the implementation and maintenance of the integrated quality, health, safety & environmental management system and my signature below confirms this commitment and approval of this policy.



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A handwritten signature in black ink, appearing to read "K. Richardson", is positioned above the printed name.

Kelly Richardson  
Managing Director