



## QUALITY POLICY

Our goal at Bluestream Environmental is that we will be known as an organisation that provides an excellent service to our Customers. Taking the context of the organisation into consideration and its strategic direction, this Quality Policy Statement sets out the principles underpinning that commitment to quality.

We have a strong commitment to quality and will respond efficiently and effectively to meet the commitments identified as follows:

1. Having first established the requirements of our customers, we will satisfy those needs within an agreed timeframe.
2. We will endeavour to ensure all staff have the necessary skills and resources required to consistently deliver an excellent service.
3. We have established a Quality Management System that focuses on continual improvement by consistently examining our internal processes and service provision.

To ensure that this policy is successfully implemented, each member of staff will be responsible for ensuring that the organisation policies and procedures which they interact with are adhered to. We will also satisfy any relevant applicable requirements. We commit to continually improving the quality management system.

This quality policy will be reviewed annually as part of the Management Review Process and will be communicated and made available to all staff. Quality Objectives will be established annually to drive improvements to our products and services. Training and development of our staff will be an integral part of the strategy to achieve these objectives.

We will strive to be fully compliant with the requirements of ISO9001:2015

Signed

A handwritten signature in black ink, appearing to read "J. Phibbs", is written over a horizontal line.

**Jim Phibbs**  
Managing Director

19/06/23

**Date**