Dŵr Cymru
Welsh Water

Quality Policy Statement

Welsh Water is committed to providing clean, safe drinking water and sanitation services to our customers – both today and for future generations as defined in Welsh Water 2050. Our vision is to earn the trust of our customers every day by being the best at providing this essential service. Welsh Water strives to exceed our customers' needs and expectations in an environment of continuous improvement.

We will achieve this by:

- Senior management demonstrating leadership and commitment by taking accountability for the effectiveness of the Quality Management System, ensuring its integration with the strategic direction and processes of Welsh Water using a risk-based approach.
- Providing a framework for establishing and reviewing quality targets and objectives and assigning responsibility for the objectives.
- Continuing to operate a Quality Management System that includes the documented information that is required to be maintained and retained by ISO 9001:2015.
- Continually improving the effectiveness of our Quality Management System by fully utilising the skills, knowledge, and experience of our employees and through planned programmes of training and development.
- Engaging, directing, and supporting each employee to have a proper understanding of the importance of the Quality Management System, their responsibility in contributing to its effectiveness and its direct relevance to the success of Welsh Water.
- Regularly and constantly inviting, evaluating, and acting on feedback on customer and colleague satisfaction.
- Implementing high standards of service to all customers and interested parties in all business activities by monitoring customer and workforce engagement.
- Promoting empowerment, innovation, and constructive challenge to ensure there is "Excellence in everything we do."
- Operating at the highest ethical standards and complying with all relevant legal and other requirements applicable to our Quality Management System.
- Promoting collaboration and identifying, adopting, and sharing 'best practice' in all business activities, including management, operational practices, and technologies.
- Monitoring compliance of implementation of the standard through monthly Director level reviews. Reporting quarterly to the Board Quality and Safety Committee.

The Welsh Water Quality Management System incorporates the requirements for the MCERTS Standards for Self-Monitoring of Effluent Flow.

This Policy will be reviewed annually and/or when significant changes are identified.

Peter Perry
Chief Executive | Welsh Water
April 2024