

## Quality Policy

Panton McLeod Ltd are leaders in the supply of materials and the provision of cleaning, inspection and repair services to the drinking water industry in the United Kingdom. We are committed to continual improvement in all aspects of our business, with particular attention paid to the requirements of our clients. This is supported by our Quality Management System to maintain and improve our reputation and standing within the industry.

Our aims are to:

- Uphold a spirit of partnership and dedication to duty with all the stakeholders
- Be available to our clients 24 hours a day 365 days a year
- Expand the range and nature of our services and products
- Exceed the quality and performance standards prescribed by our clients and water industry authorities
- Enable our staff to develop their skills to their fullest potential, involve staff, contractors and suppliers in our systems and to provide training where required
- Engage openly with community, government and research organisations (including the Drinking Water Inspectorate, Drinking Water Quality Regulator, Environment Agency, Scottish Environmental Protection Agency and Natural Resources Wales) to share understanding and initiatives
- Commit adequate resources to enable the effective compliance of this policy
- Be scrupulously honest and just in all matters

To help us achieve our aims we operate a Quality Management System, with detailed procedures in the Operational Procedures, which meets the requirements of ISO 9001:2015. This system ensures that we:

- Strive for improvement in quality performance by identifying specific measurable objectives and targets that are consistent with our aims
- Undertake regular monitoring, audits and reviews of the company's activities, objectives and targets

All employees must understand the importance of operating to this Policy and are invited to contribute ideas for improvements. This Policy is communicated to all employees and is also available to the public.

This policy is set by the Managing Director, and its operation will be monitored in accordance with the audit plan. It will be reviewed at least annually.

Jim Panton



Managing Director  
October 2023