

Certificate of Registration



This is to certify that the Quality Management System of:

Scottish Water Business Stream Limited Water and Waste Water Solutions

Merlin House, Suite 1, Mossland Road, Hillington Industrial Estate, Glasgow, G52 4XZ, United Kingdom

applicable to:

Water and waste water solutions and support services

has been assessed and registered by NQA against the provisions of:

ISO 9001:2015

This registration is subject to the company maintaining a quality management system, to the above standard, which will be monitored by NQA

A handwritten signature in black ink, appearing to read 'M Grantley'.

Managing Director

Certificate No.	50608
ISO Approval Date:	30 June 2014
Reissued:	28 March 2018
Valid Until:	28 March 2021
EAC Code:	28, 34



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Quality Policy

Business Stream's Solutions department (Business Solutions) provides a range of added value water and waste water services to non-domestic customers across the UK. Business Solutions aims to be a leader in the water and waste water industry through provision of expert knowledge and service. The value driven solutions provided are designed to meet customer's requirements as well as ensuring the sustainability of the business.

Business Solutions is committed to the provision of a high quality service to all customers. To this end, Business Solutions operates a quality management system (QMS) aligned with the requirements of ISO 9001:2015.

This policy covers the activities involved in the delivery of products and services by Business Solutions. Activities include, but are not limited to: equipment hire, water and wastewater treatment, pipeline infrastructure services, water management, developer services and alternative water supplies. It applies to products and services delivered by Business Solutions' employees and individuals acting on behalf of Business Solutions, such as contractors and sub-contractors. This policy does not cover the quality of products or services delivered by the wider organisation (Business Stream).

As part of the commitment to providing a high quality service, Business Solutions will:

- Evaluate the compliance of Business Solutions' QMS against the requirements of ISO 9001:2015.
- Ensure that Business Solutions delivers a high quality service that meets the needs of customers to ensure customer satisfaction as well as satisfying all statutory and regulatory requirements.
- Develop and work towards quality objectives and targets. These quality objectives and targets will be reviewed on at least an annual basis.
- Continually improve the performance of the QMS.
- Communicate the Quality Policy to all of Business Solutions' employees and review its appropriateness to the company's activities on at least an annual basis.
- Provide training and encouragement to staff to ensure they can meet the aims of the Quality Policy and the company's objectives.
- Identify, monitor and measure Business Solutions' quality critical issues.

This policy will be made available to all Business Solutions' employees, sub-contractors and suppliers. It will also be made available to our customers and any member of the public or other interested party upon request.

This policy will be reviewed annually.

Lee Shipsey

Director of Sales and Marketing

Date: 29/04/19

Dave Allin

Head of Solutions

Date: 25/4/19