

## Water Research Laboratory Quality Policy Statement

The Water Research Laboratory (WRL) Projects Team provides specialist consulting, research, design, management and planning services for water, energy, catchments and coasts.

It operates a Quality Management System (QMS) in accordance with the requirements of ISO 9001: 2015.

The WRL Projects Team management group is committed to:

- Satisfying applicable requirements by ensuring that client and applicable statutory and regulatory requirements are determined, understood and consistently met.
- Continual improvement of the QMS by ensuring the risks and opportunities that can affect conformity of products and services and the ability to enhance client satisfaction are determined and addressed and the focus on enhancing client satisfaction is maintained.


The WRL Projects Team management group shall:

- Take accountability for the effectiveness of the QMS.
- Ensure the quality policy and quality objectives are established for the QMS and are compatible with the context and strategic direction of the WRL Projects Team.
- Ensure the integration of the QMS requirements into WRL Projects Team's business processes.
- Promote the use of a process approach and risk-based thinking.
- Ensure that the resources needed for the QMS are available; including training, support and encouragement.
- Communicate the importance of effective quality management and of conforming to the QMS requirements.
- Ensure that the QMS achieves its intended results.
- Engage, direct and support persons to contribute to the effectiveness of the QMS.
- Promote improvement.
- Support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

This policy will be communicated to all WRL Projects staff and organisations working for the WRL Projects Team and it is expected that they will co-operate and assist in its implementation.

This policy will be reviewed annually by the WRL Projects Team management group and where deemed necessary will be amended and re-issued.

This policy is available to relevant interested parties.

**Signed:**   
Dr. Francois Flocard  
Director, Industry Research

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