

## **REEF WATER SOLUTIONS LTD**

### **QUALITY POLICY**

Reef Water Solutions is committed to:

Providing customers with high quality products and services which meet requirements and that are fit for their purpose, in the provision of water hygiene related services for the control of Legionella and other bacteria in water systems.

This is achieved through our Quality Management System that meets the requirements of ISO 9001:2015 and ensures our business processes are carefully monitored, measured, and controlled to promote a continual improvement.

Management is committed to:

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

Management shall:

- ❖ Maintain and manage 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 Company. Quality objectives have been set and are maintained as part of the QMS internal auditing, monitoring and management review processes, to enhance customer satisfaction.
- ❖ Promoting the quality management systems and ensuring implementation is achieved by internal auditing and management.
- ❖ Promoting the culture of continual quality improvements and the philosophy of getting things “right first time”.
- ❖ Enhancing the skills of management and staff through review and actively pursuing an on-going training policy, the objective of which is to prepare staff to perform their work more effectively.
- ❖ Ensure that the resources needed for the QMS are available, including training, support and encouragement.
- ❖ Continually develop & improve the effectiveness of the Quality Management System.

Everyone is responsible for the quality within the company and for maintaining high standards.

This policy will be reviewed annually by top management and where deemed necessary will be amended and re-issued. Previous versions of this policy are archived. This policy is available to relevant interested parties, upon reasonable request.

Its Reef Water Solutions responsibility to ensure the Quality Management System functions correctly and its effectiveness is maintained through monitoring, control, audit, and review.



Signed: .....

Mike Frith

Date: 11<sup>th</sup> April 2022

Next Review Date: April 2023