

## QUALITY POLICY

ELIQUO HYDROK LTD. is an engineering company based in the South West of the U.K. specialising in the design, manufacture, sales, distribution, installation, and servicing activities for the water industry. It is our policy to provide all our customers with products that are delivered without deviation from the established quality specifications. This policy involves all aspects of ELIQUO HYDROK'S activities, and that of its employees.

ELIQUO HYDROK will achieve this by maintaining a documented quality management system (QMS) that is certified against ISO 9001:2015. This system will be monitored with on-going system reviews, audits and senior management commitment shown through company policies, management review and provision of resources to be effective. The quality management system will be subject to continuous improvement with regular evaluation to assess the effectiveness of the QMS and assessing opportunities for its improvement.

Actions taken following evaluation will be used to set appropriate objectives and targets to maintain the high standards associated with ELIQUO HYDROK.

ELIQUO HYDROK is committed to:

- Providing the necessary resources and ensuring responsibilities and authorities are determined and communicated throughout the company
- Complying with all legal, regulatory/EU directives (e.g., 1090-1 :2009+A 1 :2011) and other obligations to which the organisation subscribes
- Conducting regular internal quality audits across each department ensuring compliance to ELIQUO HYDROK'S Quality Management System as well as ensuring that each department complies with any external standards and directives ( e.g ISO 14001 etc)
- Improving the standards of quality throughout the company by developing the skills and abilities of our employees through an appropriate and integrated program of training for its entire workforce
- Proactively measuring and monitoring of customer satisfaction information, seeking feedback from our clients in order to ensure the requirements of the customer are fully satisfied
- Communicating relevant requirements and policies throughout the supply chain
- Identifying and monitoring internal and external issues that can affect the organisation and their impact on quality
- Understanding the needs and expectations of interested parties, whose actions can affect both positivity and negatively, the organisation's ability to consistently provide products and services

Signed:



Lewis O'Brien

Managing Director



Peter Wroe

Managing Director