

# QUALITY POLICY STATEMENT



## It is the policy of FLI Water Ltd:

To develop, design, produce, project manage, install, commission, maintain, and refurbish through the provision of engineering services, wastewater and water treatment plant systems that fully meet the requirements of our customers.

To develop and continually improve efficient and cost effective processes, products, maintenance, refurbishment and services for wastewater and water treatment plants, and the food and beverage industries.

To comply with the latest advances in technological and performance standards appropriate to the industry and ensure our customers' needs are met.

To ensure that our products and services meet all applicable Statutory and Regulatory requirements.

To develop understanding of our customers' needs and develop our customer base, supported by our reputation for the provision of efficient wastewater and water treatment systems and by consistently high standards of quality and service.

To maintain a policy of continuous performance improvement in respect of the products, services and their effective delivery that we provide to our customers.

To operate the Quality Management System in accordance with the requirements of BS EN ISO 9001:2008; recognising the contribution that all FLI Water personnel and contractors make to quality, and to provide the necessary information, resources and training to enable them to achieve, maintain and continually improve the management system.

The Company will set annual objectives and targets and these will be reviewed through the management team.

To ensure that the company's Quality Management System and policies are understood, implemented, reviewed and evaluated periodically and systematically.

To advise the Directors and staff of their responsibility within the QMS and their part in the implementation of our policies and objectives, through training and access to the Quality manual, Operating Procedures and Work Instructions.

Changes to the system or to the quality manual shall be introduced only through the authorised procedures.

The Company policy will be reviewed annually to monitor its effectiveness and to ensure that it reflects changing needs and circumstances. Communication of any changes will be made to all employees.

Signed:   
**Ian Jones**  
Managing Director

Annual Review Date: November 2016