

## Quality Policy

**“Save Water Save Money Ltd. aims to provide a service to clients and customers that meets or exceeds their expectations. The Company will comply with the requirements of the ISO9001 Standard and all other applicable legislation and other requirements and will operate a Quality Management System to ensure that these needs are met. The setting of objectives and monitoring of progress against the objectives is an integral part of this Quality Management System. The Company is committed to continually improving the effectiveness of its Quality Management System and will commit appropriate financial and other resources and use all sources of feedback to help it improve the system.”**

The Quality Policy is implemented by the operation of the Quality Management System described in this manual and appropriate trained resources are allocated to operate the system. The policy and objectives are communicated to the workforce by the senior management team and are reviewed annually. This policy is communicated and made available to all interested parties via the Company’s website

### Objectives

The annual management programme is the Company’s method of distilling the Policies in to annual objectives. The programme is determined and is reviewed at the Management Review Meetings and the objectives are documented in the minutes of the meetings and posted on the Office notice board

### Communication

The Company has determined its communication framework and applied a risk-based approach in determining the authorities and operating levels when communicating internally and externally. The Managing Director has ultimate accountability for all communication and strives for open and honest communication that is factual, balanced and positive.

### Awareness

The company uses its location and operations structure to develop face-to-face communication to raise awareness of the Quality Management System, Strategic Direction, Objectives & performance to support an understanding of the Policies and the consequences of ignoring anything that fails to conform to the required standard, procedure or customer requirement.