

## QUALITY POLICY STATEMENT OF INTENT



Watermark Systems UK Ltd believes that delivering products and services which not only satisfy the customer's requirements but exceeds their expectations is paramount to providing a quality service.

To this end, the Management Team are committed to complying with the requirements of ISO 9001:2015, and have put in place a management system in accordance with this standard and the requirements of both ISO 14001:2015 and ISO 45001:2018.

This policy has been established by Senior Management to support the company's strategic direction, and they are also responsible for implementing and maintaining said policy.

Senior Management is committed to ensuring compliance with applicable legal and other requirements and to ensuring continual improvement of the system. As a means of ensuring this continual improvement, objectives shall be compiled and appropriate programmes put in place to deliver these objectives.

Adequate resources will be put into all areas of the company's operations to ensure that the integrated management system is adequately maintained and developed and works are completed on time and to the customer's satisfaction.

It is the company's intention to minimise time and material losses from scrap, badly planned work, poor communications and inefficient operations.

In pursuit of this policy, Senior Management will ensure that customer requirements are fully understood on all contracts and adequately communicated to employees in order that the customer expectations are not only achieved but enhanced.

Methodologies will be put in place to measure and monitor customer satisfaction, compliance with legislation and establishment of agreed procedures. Senior Management will regularly review and analyse the findings and take appropriate action.

In order to ensure that all staff and subcontractors understand the importance of good quality workmanship, the company will provide any training and instruction necessary and will monitor its effectiveness. This policy is communicated and applied within the company and will be made available to interested parties as appropriate.

This policy will be communicated to all employees and other interested parties and will be reviewed at least annually for effectiveness and relevance to the business.

Signed:  
Mike Roberts  
Managing Director  
Watermark Systems (UK) Ltd

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