

<b>Hydro-X</b>	<b>Hydro-X Group Ltd including</b>		
	<b>Hydro-X Water Treatment Ltd, Hydro-X Air Ltd, Hydro-X Training Ltd &amp; Hydro-X Engineering Ltd</b>		
	<b>Quality Management System</b>	✓	<b>Doc Ref:</b> QMS-005
	<b>OH &amp; S Management System</b>		<b>Name:</b> Quality Policy
<b>IMS</b>	<b>Environmental System</b>		

### Quality Policy

Hydro-X Water Treatment Ltd, Hydro-X Air Ltd, Hydro-X Training Ltd & Hydro-X Engineering Limited succeeds by being a high-quality sustainability and environmental compliance group of companies, reducing risk for our clients throughout the United Kingdom.

Hydro-X Water Treatment Ltd, Hydro-X Air Ltd, Hydro-X Training Ltd & Hydro-X Engineering Limited aims to achieve total customer satisfaction, whilst also considering the requirements of employees, regulators and third parties.

To ensure we both maintain and continually improve our high standards, our current quality targets are as follows:

- To achieve at least 98% of Contracted Service Visits within the current month.
- To submit at least 98% of service paperwork/reports to our clients on the same day as work completion.
- To retain ISO 9001 certification of the Quality Management System.
- To retain Legionella Control Association Registration.
- To achieve at least 90% customer satisfaction ratings from our customer surveys.
- To hold a review meeting with each contract client at least annually.

These targets will be reviewed and amended as appropriate at 6-monthly IMS Management Review meetings.

This policy statement was last reviewed on 05/05/2022 and will be reviewed within 1 year.

Signed:



Gary Sewell  
Managing Director

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<b>Author:</b>	Chris Findon	<b>Next Review:</b>	10/05/24
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