

# Quality Policy

WCS Group manages its operations with concern for the environment and a commitment to sustainable development across all key services – Water Treatment, Water Hygiene, Air Hygiene, Engineering, Asbestos Surveying and Training Services.

The company provides engineering and chemical knowledge, specification and a range of chemicals to reduce scale, corrosion and micro-biological fouling in closed water systems, water cooling towers and services to ensure the integrity and cleanliness of indoor and outdoor air affected by plant, equipment and processes we support.

Quality will form the core of our business philosophy. Meeting the needs and expectations of the customer and consistently improving our systems and work ethos, will be our chosen path in achieving excellence in business and fulfilling corporate and social responsibilities and obligations. WCS Group is committed to ensure this chosen path is not to the detriment of the environment or to health & safety.

WCS Group is committed to a continuous process of quality improvements which are enshrined and encompassed by the following guiding principles;

- Ensure a healthy return on investment for customers by protecting their assets, maximising operational efficiency, capacity and energy utilisation and enhancing the productivity and lifecycle of plant and equipment;
- Continually improve systems, processes and practices in order to ensure error prevention and improved response times;
- Listen and respond to customers' needs and expectations as a means to achieving customer satisfaction;
- Treat human resources as the key to quality excellence and ensure development, involvement and satisfaction of employees;
- Welcome, test and introduce new ideas, new technology and new collaborative ideas from suppliers, and business partners which could lead to continued improvements in product, service and compliance delivery, or support clients' changing business needs;
- Always comply with appropriate statutory and regulatory requirements and best practices;
- Invest in the best available techniques, customer support, CRM and service, in order to anticipate and satisfy our customers' expectations for quality, delivery and value;
- Meet obligations to all shareholders, stakeholders and the wider public ensuring professionalism, fairness, value and ethical business and operating conduct at all times;
- Satisfy all other applicable requirements of the customer.

## Commitment

All our staff understand the above statements and guiding principles which are covered at regular management, team and regional meetings, where the company's quality objectives are presented and discussed. We dedicate ourselves to this quality policy and objective of the company in both the letter and spirit in which it is described.

In order to achieve our aims and objectives we have based our Quality System on BS EN ISO 9001:2015. The management team of WCS Group are committed to the ongoing implementation of this standard and to the involvement of all staff in the continual maintenance of the high standards of customer service provided.



Phil Greenwood  
**Chief Executive Officer**  
**Dated: 9<sup>th</sup> July 2018**