

H₂O CHEMICALS LTD

QUALITY POLICY

Our Policy is to ensure long-term customer satisfaction and loyalty by providing products and services of the highest quality. This will be achieved by a **continuous process of quality improvement** which encompasses our commitment to:-

- comply with any statutory and regulatory requirements;
- listen and respond to our customers' needs and expectations;
- build a team approach which maximizes the individual's contribution and bridges personal, functional, cultural and geographical boundaries through the continuous development of all employees to fulfill their aspirations and meet the business needs;
- fulfill the needs of our markets and to enhance our competitive advantage in terms of emerging technologies, new opportunities and the changing requirements of our customers;
- investment in research and development to harness advanced technologies in creating innovative new products;
- investment in the best available techniques, customer support and service, in order to anticipate and satisfy our customers' expectations of quality, delivery and value;
- the long-term financial security, success and growth of our business through excellence, professionalism and high productivity in all that we do;
- comply with the requirements of the quality management system;
- continually improve the effectiveness of the quality management system.

All our staff understand and implement the above statements and all issues are covered at regular management, team and regional meetings, where the company's quality objectives are presented and discussed.

Head Office

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