

## **Quality & Environmental policies, objectives & joint IMS**

### **Quality policy & objectives**

The quality policy of Dustacco & Watermiser is that all products and services supplied by both companies will fully meet with customer requirements.

Both companies consistently endeavour to continuously improve levels of customer satisfaction. To this end, top management set and regularly review quality objectives. Typically these objectives are concerned with:

- Profitability
- Turnover
- New business
- Customer complaints and internal non-compliances

The mechanism used for setting and reviewing quality objectives is Management Review. In addition, top management constantly monitor and review the organisational environment, changes in that environment and the risks to the businesses associated with that environment.

### **Environmental policy & objectives**

Dustacco / Watermiser Ltd recognise that concern for the environment is an integral and fundamental part of our businesses, and therefore, we are firmly committed to continuous improvement and the prevention of pollution from our activities.

Dustacco / Watermiser Ltd aim to manufacture and install all products in a manner which seeks to reduce our environmental impact.

Dustacco/Watermiser Ltd have adopted the following principles:

#### **Management Responsibilities:**

- The Managing Director takes overall responsibility for development of Environmental Policy and will provide sufficient resources for staff to carry out their duties with regard to this policy.
- Dustacco / Watermiser Ltd are committed to the development and maintenance of an effective Environmental Management system that, ultimately, will meet the requirements of ENISO14001: Environmental Management Systems specification with guidance for use.
- Dustacco / Watermiser Ltd are committed to ensuring that both current and any future operations and expansions will be planned and managed to be compliant

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with legislation and sensitive to the impact on both the immediate and indirect environment.

Both companies will develop the management system, paying particular attention to the following:

- Ensuring that the companies comply with and, where appropriate, exceeds the statutory requirements of applicable national and international environmental legislation.
- Establishing appropriate environmental performance indicators along with associated improvement targets.
- Seeking the highest operational standards at all times and regularly auditing and reviewing environmental performance.
- Providing training to Dustacco / Watermiser personnel to enable them to use sound environmental practices in their day to day operations.
- Using products and services from suppliers whose environmental policies are compatible with our own.
- Providing information to, and being co-operative and proactive with, those interested in the environmental performance of the company, including regulators, customers, suppliers, the local community and other outside agencies.

### **Physical Resources & Waste Management**

All Dustacco / Watermiser Ltd employees will seek to:

- Minimise avoidable waste and the use of energy, materials and natural resources by following the discipline of **Prevent, Reduce, Reuse, Recycle**.
- Prevent pollution and seek to minimise the impact on the environment arising from our own operations, and those aspects of our customers and suppliers operations, over which we exercise direct control and have input into.

### **Dustacco & Watermiser joint IMS**

The structure of the new IMS is designed to maximise the benefits of a disciplined common approach while allowing both companies maximum flexibility to develop and adapt to their respective environments. It also provides an ongoing opportunity for both organisations to cross-fertilise and benchmark best practice as they continue to develop.