

SECTION 2 MANAGEMENT RESPONSIBILITY

2.1 Quality Policy Statement

Commitment to Quality, Environmental and Health & Safety Management

Ion Water and Environmental Management Ltd is committed to providing total customer satisfaction and full compliance with regulatory and legislative bodies at all times, to ensure every employee is charged with the responsibility to meet all customer requirements and to continually improve the quality of service. It is also company policy to have an holistic and integrated approach to its responsibilities.

It is the policy of the Company to provide its customers with a service that fulfils their specified requirements.

By maintaining an effective Quality Management System and Integrated Management System the following principles and commitments apply throughout the company:

- Full commitment of all personnel to customer satisfaction by providing a consistently high quality of service.
- Full commitment of all personnel to be actively involved in making improvements to Environmental, Health & Safety and Quality performance.
- Full commitment of all personnel to meet the requirements of ISO9001: 2008, ISO14001: 2004 and OHAS18001.
- Full commitment of all personnel to understanding and implementing Company Policies and Objectives.
- Full commitment to using environmentally friendly products and eliminating non-conforming product and services.
- Full commitment to the ongoing development of staff through involvement, training and communication strategies.
- Full compliance with all regulatory and legislative bodies at all times
- Full commitment to the development of good customer relations through the concept of customer and supplier working in partnership through the pursuance of this Policy Statement

