



QUALITY POLICY

HWM produces cost saving water and energy management solutions. Our innovative technology is used throughout the world to combat water leakage and energy wastage, thereby helping to reduce CO2 emissions and protect our natural resources.

The management and all who work at HWM are committed to providing the highest possible level of service in satisfying the requirements of our customers.

In order to ensure that we achieve excellence in all our activities we have implemented a formal quality management system, which satisfies the requirements of BS EN ISO 9001:2015 & BS EN ISO/IEC 80079-34:2018. The company's objectives which underpin the quality management system are:

- ◆ Our customers' needs shall be fully understood.
- ◆ Appropriate resources are provided in terms of facilities and relevant skills to fulfil customers' needs.
- ◆ The company is committed to a process of continual quality improvement, and sets quality improvement objectives which are re-assessed regularly.
- ◆ The company strives to achieve the principle of 'getting it right first time, every time'.
- ◆ Progress towards the quality objectives is monitored.

The quality policy and quality objectives adopted by management have been made known to all employees.

This will be the foundation on which we will build continuing improvements in our performance.

The quality policy and management system are reviewed and updated regularly to take account of changing circumstances and customer requirements.

K.M. Macfarlane

Managing Director

Date: May 2022