

# 1 Quality Policy Statement

Watermist Ltd (the 'Organisation') aims to provide defect free goods and services to its clients on time and within budget.

**Watermist is committed to:**

Customer satisfaction

Staff development and training

Continual improvement of the Quality Management System

Provision of "State of the art" products

**The Directors are committed to:**

**Customers**

- 1.1. Ensuring that client needs and expectations are determined and fulfilled with the aim of achieving client satisfaction
- 1.2. Communicating throughout the Organisation the importance of meeting client needs and compliance to regulatory requirements

**Management Review**

- 1.3. Ensuring the suitability of the scope of activities
- 1.4. Internal audits to monitor & measure processes and the effectiveness of improvements to the Quality Management System
- 1.5. Management review meetings to set and record quality objectives

**Resources**

- 1.6. Ensuring the availability of suitably trained human resources
- 1.7. All personnel understand the requirements of this Quality Policy and abide with the contents of the Quality Manual

**Regulatory Compliance**

- 1.8. Ensuring the Organisation complies with all English, EU and other country specific legislation & regulations affecting its products and services; and is involved with developing appropriate standards

**The Quality Manual defines the structure of the Quality Management System**

## 2 Enterprise Risk Management Policy

The success of Watermist Limited is dependent upon the effective management of those activities that support the key strategic objectives outlined in the Strategic Business Plan. Watermist acknowledges that all activity has associated with it an element of inherent risk.

**Watermist is committed** to building increased awareness and a shared responsibility for risk management at all levels of the organization. The policy is intended to assist in decision making processes that;

- will minimize potential losses
- will improve the management of uncertainties
- permit the approach to new opportunities

Enterprise Risk Management (ERM) at Watermist is a continual process that includes ongoing risk identification, risk analysis and implementation of mitigating strategies and controls where appropriate.

The methodology used at Watermist will be supportive of and closely linked to the **Strategic Business Plan**, as it will consider both the inherent and residual risks to the organisation, use a common language to assess the risks; document the current risk mitigations in place; and document potential future risk mitigations.

Watermist will accept and manage risk in support of achieving its mission and strategic priorities and, when appropriate and cost effective, will also seek to employ Risk Sharing with third parties. This will protect Watermist and its assets and will maintain a proactive, long- term and sustainable ERM strategy as articulated in the Risk Management Framework.

A risk management framework provides management with an explicit view of institutional risks and allows for the current and future mitigation of those risks. Management will conduct an annual review of the enterprise risk management framework and will provide regular updated reports. This ongoing maintenance will provide assurance that risk is being proactively managed within Watermist.

## 3 Health and Safety Management Policy

Watermist acknowledges that all activity has associated with it an element of inherent risk and aims to provide a safe working environment for its employees, visitors, sub-contractors and supplier representatives in the course of their activities.

**Watermist is committed to:**

Providing a safe working environment  
Staff development and training  
Continual health & safety improvement  
Provision and maintenance of safety control measures

**The Directors are committed to:**

**Customers**

- 1.1. Ensuring that all interested parties needs and expectations are determined and fulfilled with the aim of achieving a safe working environment
- 1.2. Communicating throughout the Organisation the importance of health and safety and compliance to safe working practices and regulatory requirements

**Management Review**

- 1.3. Ensuring the suitability of the scope of activities
- 1.4. Internal audits to monitor & measure processes and the effectiveness of improvements to the Health & Safety System
- 1.5. Management review meetings to set and record quality objectives

**Resources**

- 1.6. Ensuring the availability of suitably trained human resources
- 1.7. All personnel understand the requirements of this Health & Safety Policy and abide with the contents of the Health & Safety Manual

**Regulatory Compliance**

- 1.8. Ensuring the Organisation complies with all English, EU and other country specific legislation & regulations affecting its activities.

**The Health and Safety Manual defines the structure of the Health & Safety Management System**