

## IMS09 QUALITY POLICY STATEMENT

SMS Environmental Ltd (referred to as the 'Company') offers a broad range of water treatment, analytical, environmental services, consultancy, risk assessment services and training with an emphasis on the treatment of clean and dirty water.

### **SMS Environmental core activities include:**

- Water & Wastewater Treatment
- Water Hygiene Services
- Legionella Risk Assessments
  - Hot & Cold systems, Spa Pools, Evaporative Cooling Systems and Other Risk Systems accredited to ISO17020
- Legionella Awareness & Management Training and Water Treatment Technician Training
- Control of Legionella Bacteria
- Cleaning & Disinfecting water systems
- Services associated with the HSE ACoP L8
- Dosage & Control Equipment supply and installation
- Analytical Services
- Air hygiene Services
- Air Conditioning Installation and Maintenance
- Chemical Cleaning
- Chemical Supply
- Provision & Development of Compliance Software

The Company maintains and continuously improves its Quality Policy and management systems in accordance with ISO9001, ISO14001, ISO45001, ISO17020, ISO27001 and the Legionella Control Association. Training management is designed in accordance with City & Guilds Assured standards.

This policy is based on the fundamental principles of measuring and planning for continual improvement and is the governing document for setting improvement targets. Quality objectives are designed to improve customer satisfaction, environmental performance, technical innovation and safe working practices and will be implemented and reviewed.

This policy is available by request via the company website and is reviewed on an annual basis by the company's senior management team.

The Company monitors and continually reviews the suitability of the integrated management system, procedures, technological advances and working practices in conjunction with demands and expectations from Customers, Employees and any person(s) working under the Company's control, to ensure they are appropriate to the nature, scale and impacts of the Company's activities, products, services and risks.

**SMS Environmental is committed to:**

- Meeting or exceeding quality requirements as required by our Customers, Employees and parties working on behalf of SMS Environmental.
- Complying with all applicable statutory and regulatory legislation and with any other requirements to which the Company subscribes, including those that relate to its environmental aspects.
- Maintaining good business and profitable relationships with our clients, subcontractors, suppliers and other interested parties.
- Maintaining awareness of all employees and person(s) working under the control of SMS Environmental, so they can identify and fulfil contractual, legislative and company Quality responsibilities.
- Communicating this policy and the results of our activities, to members of the Company, person(s) working under the Company's control and any other interested parties as appropriate.
- Ensuring Customers Complaints and Appeals are investigated fully by a competent, independent member of staff, and allow transparency between investigation results and the customer.
- Allow customers to give feedback on the services provided, and take action on any downfall in service delivery.
- Ensuring Risk Assessments are carried out by technically competent and impartial Risk Assessors in compliance with ISO 17020.
- Ensuring work is carried out through the business structures – Maintenance, Reactive, Consultancy and Risk Assessor Teams.
- Ensuring the quality, the integrity and value of the training provided by SMS Environmental Ltd.
- Ensuring a standardised approach to quality assurance practice, reviewing the quality strategy regularly and systematically, and acting on the findings of those reviews, taking all reasonable steps to protect the interest of the customers and employees alike
- Ensuring that the training courses are regularly reviewed, assessed, and updated to ensure that they meet current recognised standards and practices

This Policy is further supported by the Company's Environmental Policy, Health & Safety Policy Statement and Information Security Policy, which are also available on request for all interested parties and the Company's Integrated Management System (IMS) (Quality, Information Security, Environmental and Health & Safety) Overview document, detailing roles and responsibilities.



Mike Crook  
CEO & Director  
11th March 2025

Next Review: March 2026