

## **QUALITY POLICY**

Barr + Wray are a leading installer and supplier of water treatment, thermal cabins and water conditioning equipment in the UK and Overseas.

The Company is committed to achieve sustained, profitable growth by providing products through safe systems of work that consistently satisfy the needs and expectations of its customers.

Through the implementation and continual development of an Integrated Management System (IMS) compliant with ISO 9001:2015 Barr + Wray intends to fulfil its' contractual and statutory obligations and enhance customer satisfaction.

The Company conducts its operations in such a manner as to protect, so far as is reasonably practicable, the environment and the health, safety and welfare of its employees and all persons likely to be affected by its undertakings and by implementation of the following initiatives.

- Continual improvement by setting achievable quality targets which through reviews and audits are monitored to ensure targets are being met
- Customer focus to enhance customer satisfaction and exceed customer expectations
- Leadership from top management, establishing a unity of purpose and direction and to creating and maintaining an environment through explaining the strategy, implementing the management system and meeting the company objectives
- People involvement directed by the management through effective communication, encouragement to accept ownership of problems and drive the solutions, and recognition of achievement.
- Ensure that adequate and competent resources are available to achieve the Company's objectives
- Selecting the correct suppliers and supply chains to ensure our products and services maintain our targets and standards and reviewing these suppliers regularly to maintain our own quality standards.

Senior management ensures this policy is reviewed annually for suitability and is communicated and promoted throughout the organisation.



Signed: .....

Ian Montgomerie - CEO  
January 2021