

## QUALITY & ENVIRONMENTAL POLICY

BWT S.A. operates and maintains a comprehensive Quality & Environmental Management System (QEMS) with fully documented procedures compliant with the requirements of ISO 9001 & ISO 14001 *Design, development, production, marketing and after-sales service of solution systems for fluid treatment and processes*. (Quality and Environmental Management Systems) and ISO 13485 *Maintenance of water treatment systems for haemodialysis* (Medical Devices). Our mission is to supply plant and services to meet time, quality and financial targets and any applicable legislative requirements, and as a consequence totally satisfy our customers.

### **Objectives**

- Improve, strengthen and develop our team.
- Ensure the effectiveness of the quality and environmental management system is maintained, and improved as appropriate, to comply with customer and environmental legal requirements, to achieve customer and company expectations.
- In the same way, comply with the legal requirements that are applicable, according to the Quality Management System implemented, based on Medical Device, in addition to complying with the client's requirements.
- Preserve the environment, health is our greatest asset, and an intact environment is a vital factor in quality of life, these are essential conditions for our company's efficiency and commercial success.
- Study and analyse our context as the strategic vision we want to achieve.
- Continual review of all projects to ensure successful execution for our clients and ourselves.
- Meet and exceed customer expectations of product and service quality.
- Increase our sales and grow our business profitably.

### **Measures**

- Staff performance and training requirements are assessed and any identified training/development requirements are carried out within the agreed period.
- Review of customer complaints, management meetings and internal audits and the time taken to complete actions monitored to ensure timely completion.
- Monthly review of projects and services against schedules and budgets and monitor sales figures and introduction of new and/or modified products.
- Continuous review of the effectiveness of the management system, to improve environmental performance.
- Evaluation and optimization of our processes to minimize their environmental impact, particularly the generation of waste.
- Establishment of quality and environmental indicators, to measure compliance with the requirements and objectives set in our processes.
- Trend customer complaints and feedback and the time taken to complete actions.
- Participation of senior management in monthly review meetings and production of quarterly financial reports.

The above commitments are endorsed within the BWT S.A. Quality & Environmental Management System and this policy is the mandate for their application.



Santiago Fernandez  
Managing Director