

Integrated Management System	Standard(s):	ISO 9001:2015		Clause:	5.2
Document Title:	Quality Policy		CHEMSOL CYMRU LTD T/A CHEMSOL GROUP		



Quality Policy Statement

In the provision of delivery of water treatment solutions, environmental compliance services, and chemical supply for commercial and industrial sectors, Chemsol Cymru Ltd T/A Chemsol Group is committed to ensuring that client visions are fully realised by delivering services and products that are consistently renowned for their excellence of quality.

We aim to be the best in class by anticipating the needs of customers and clients by continuously improving service delivery through application of best practice, technology, innovation and development of suppliers and sub-contractors.

Chemsol Cymru Ltd T/A Chemsol Group Policy is to:

- Establish a client and customer orientated organisation, where all parties work together effectively to deliver the product
- Identify, understand, and satisfy the needs and expectations of all interested parties
- Set clearly defined objectives and targets to satisfy our clients and business needs in an effective and efficient manner
- Be fully committed to satisfy all applicable requirements
- Bring added value through contributions from fully resourced teams of personnel and sub-contractors
- Achieve, maintain, and continually improve overall organisational and personal performance standards and capabilities using new ideas, innovations and feedback
- Review the policy and Integrated Management System for continuing suitability and improvement

Chemsol Cymru Ltd T/A Chemsol Group is committed to achieving this policy through the application of an Integrated Management System that embodies the requirements of ISO 9001, ISO 14001 and ISO 45001. This involves the use of documented company Processes; process flows and work instructions. It also means that training and development are provided to equip all staff with the skills and competencies necessary to deliver quality of service and product.

The Managing Director supported by the management team and HSEQ Consultant of Chemsol Cymru Ltd T/A Chemsol Group, have specific responsibility for providing the necessary organisation and resources to implement this policy.

In order to promote a positive commitment to quality, the management team ensures that its Quality Policy and targets and objectives are cascaded throughout the Company and are clearly understood. Employees are supported in their learning and development and are encouraged to put forward suggestions for improving the business operations.

All employees at Chemsol Cymru Ltd T/A Chemsol Group understand that they have a responsibility to adhere to Processes and to seek to continually improve the efficiency and quality of the services they give to Clients.

Signed:		Nick Lewis
January 2025	Director – Chemsol Cymru Ltd T/A Chemsol Group	