

H+E UK Ltd Business Management System

Document Ref: BMP002	Business Management Policy & Objectives	Rev:	Date:
		8	May 2016

1. Our Business and our Commitment

H+E has designed water and wastewater treatment systems since the Company's foundation. Our vision in recognising just how vital water is to the environment has led to the development of many innovative solutions in the prevention of environmental pollution throughout the range of products and systems that we provide to our clients.

2. Our Commitment to Quality

At H+E we pride ourselves in building long-term relationships with our clients based on professional team effort and personal relationships. Our extensive experience has convinced us that such an approach results in the timely delivery of systems and engineering that are highly competitive, reliable and offer long-term benefits in system design and lifetime cost-of-ownership.

We are committed to providing all necessary support to ensure that each plant we supply operates efficiently throughout its working life.

We operate our company on sound financial principles, ensuring the Health & Safety of our staff, customers and all people impacted by our work.

We are committed to the ongoing operation and continual improvement of a quality management system that complies with the requirements of ISO 9001.

Every employee is responsible for meeting customer requirements and continually improving the quality of our products and services in keeping with our objectives.

3. Our Commitment to the Environment

H+E is committed both to protecting our environment and to providing quality solutions and service to our clients. This includes operating continual improvement of an environmental management system that complies with the requirements of ISO 14001 and with preventing pollution. Since the Company's foundation we have designed water and wastewater treatment systems to meet all appropriate legislation, and will continue to do so.

Our designs are aimed at an ever-reducing impact on the environment by reducing the quantities of chemicals, power and other services required to operate them, and by improving the quality and quantity of wastes discharged to the environment.

Please note that all of the documents contained in this Business Management System are controlled electronically. Therefore, any hard copies are **un-controlled** and due care should therefore be exercised to ensure that you are using the latest revision of the documents contained herein. Each document within this Manual is separately controlled and authorised for use by the Managing Director

Approved for use by:	Mike Hutt	Signed:		Position:	Managing Director	Date:	May 2016
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4. Our Quality and Environmental Objectives

Our commitment is practiced on a number of fronts:

- a. Continual development of leading-edge solutions to water and wastewater treatment, whilst reducing their overall environmental impact and operating cost during their whole life cycle.
- b. On-going support to our clients, ensuring that their plants continue to operate efficiently throughout their service life.
- c. Ensuring that all our offices, factories and service facilities take care to use resources wisely at all times and recycle wherever possible following Defra's guidance on Waste Hierarchy, Prevention, Re-Use, Recycling, Other Recover (where possible) and ultimately Disposal.
- d. Commitment to achieving some reduction in the use of natural resources as highlighted on BMF025 the Environmental Aspects, Legislation and Risk Register, following guidance by The Carbon Trust.
- e. Ensuring that on each client's site, the impact of our presence is minimised.
- f. Ensuring that our environmental principles are promoted throughout our supply chain.
- g. To achieve zero customer complaints resulting from late deliveries.
- h. To meet our annual financial targets as stated on the Company's Business Plan
- i. To achieve zero environmental pollution incidents.
- j. To experience zero Health & Safety incidents
- k. To avoid repeating any non-conformity that has resulted in a customer complaint.
- l. Compliance with legislation by frequent checking of government websites and internal auditing.
- m. To generate repeat business with at least 60% of our customer base in value terms.

Our Business Management System includes a number of Policies and Procedures by which we regularly review our targets for both Quality and Environmental objectives. These are generally reviewed annually during the annual Management Meeting, unless there is an ad hoc requirement to review them earlier. It is everyone's responsibility within the company to work together to try to achieve the company's objectives, though specific targets are more relevant to certain staff, i.e. those on site relating to site objectives. The entire Business Management system is available to every employee at all times and is thoroughly audited both internally and externally.

All H+E employees are encouraged to actively consider the impact of everything they do throughout their normal work activities on both Quality and Environmental objectives, and immediately raise any area of concern of proposals for improvement.

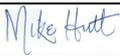
This Policy document is freely available to the public, displayed in each of our offices and can also be issued on request.

Signed on Behalf of the Board:



Mike Hutt
Managing Director

Date: May 2016

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