

H+E UK Ltd Business Management System

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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. Since the Company's foundation we have designed water and wastewater treatment systems to meet all appropriate legislation and will continue to do so.

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 and 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 9001:2015.

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: 2015 and with preventing pollution. We recognise that our day to day operations result in emissions to air and water and the generation of waste and it is our aim to comply with legislation and other requirements, continue to reduce impacts of our business and operate in an environmentally responsible manner.

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:	Adam Martin	Signed:		Position:	Managing Director	Date:	Jul 2018
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The policy applies to all areas of operation including management, office services, site operations and procurement. The business manager has overall responsibility for ensuring sufficient resources available to enable the business to achieve its objectives and that the policy is implemented.

4. Our Quality and Environmental Objectives

Our commitment is practiced on a number of fronts:

1. On-going support to our clients ensuring that their plants continue to operate efficiently throughout their service life.
2. Ensuring that all our offices, factories and service facilities take care to use resources wisely at all times and to meet our duty of care requirements in relation to waste, recycling wherever possible following Defra's guidance on Waste Hierarchy, Prevention, Re-Use, Recycling and ultimately Disposal.
3. Ensuring that on each client's site, the impact of our presence is minimised.
4. Compliance with legislation. The most important issue here is that the plants we supply to our clients perform as specified, and we therefore monitor and record Customer Feedback.
5. Inform and train all employees in Environmental Awareness and company environmental objectives and how they can assist in meeting targets and be engaged.
6. Use environmentally friendly supplies throughout the company, from stationery to cleaning products.

5. Our Business Management Targets for the coming year

To achieve our objectives, we have set ourselves the following targets:

- a. 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.
- b. To achieve zero customer complaints resulting from late deliveries.
- c. To achieve zero environmental pollution incidents.
- d. To experience zero Health & Safety incidents
- e. To avoid repeating any non-conformity that has resulted in a customer complaint.
- f. Positive customer feedback.
- g. To generate repeat business with at least 60% of our existing customer base.
- h. Maintain ISO 9001 and 14001 status.
- i. Achieving profitability in line with the strategic direction.
- j. Close any open audit actions before the next audit year.
- k. Achieve ISO 45001 status for Health and Safety.

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Date Printed: 21 Sep 18	File Name :BMP002 Business Management Policy & Objectives Rev 10						Page 2 / 3

Our Business Management System includes a number of Policies and Procedures by which we regularly review our targets for both Quality and Environmental objectives in order to satisfy applicable requirements. All 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 or proposals for improvement. It is everyone's responsibility within the company to work together to try to achieve the company's objectives in their area.

Progress will be monitored via:

- Annual management review of this policy and associated procedures
- Regular internal audits of procedures
- Regular monitoring of objectives and associated measureable targets
- Annual review by external auditors
- Checking if the policy is still in alignment with business strategy.

The entire Business Management system is available to every employee at all times and to external interested parties on request. 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 Company:



Managing Director

Date: 6th July 2018

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Date Printed: 21 Sep 18	File Name :BMP002 Business Management Policy & Objectives Rev 10						Page 3 / 3