

QUALITY POLICY

The Management of ImWATER Treatment Plants SL, hereinafter ImWATER, whose main activity is the design and supply of water treatment equipment and plants, bases its Quality Policy on the achievement of its objectives and Customer Satisfaction, based on continuous improvement.



Our mission is based on satisfying the needs of our customers and stakeholders by providing products and services with high added value, with the required quality, complying with the applicable regulations and the requested delivery times.

To fulfil this commitment, ImWATER Management has established:

- ✓ Establish and promote the Quality Management System as a strategic element for the organization's operation, exercising leadership at all levels through the command line.
- ✓ Involve, motivate, raise awareness and engage staff in order to seek their participation in achieving the established objectives.
- ✓ Implement systems that promote continuous improvement by optimizing processes.
- ✓ Comply with the legal and regulatory requirements, as well as the commitments that the organization subscribes.
- ✓ Ensure Customer Satisfaction, ensuring compliance with order requirements, agreed deadlines and providing attention in accordance with their expectations.
- ✓ Avoid non-conformities in all phases of work performed, through planning and control of processes and continuous training and information.
- ✓ Implement the necessary corrective actions to correct the causes of nonconformities that have not been possible to avoid.
- ✓ Ensure that external suppliers and subcontractors meet our requirements.
- ✓ Train employees ensuring the level of training, motivation and technical means necessary for the efficient development of their activities.

Based on these premises, the ImWATER Management undertakes to review its Quality Policy to adapt it at any time to the continuous improvement of the effectiveness of the Quality Management System.

17th January 2023