

## Quality & Environmental Policy

Elster Water Metering Limited is committed to comply with the requirements of ISO9001, ISO14001, and the essential requirements of Directive 2014/32/EU on measuring instruments, in relation to Declaration of Conformity to type based on quality assurance of the production process.

We are also committed to comply with relevant regulation, laws and other criteria to which the organization subscribes and we continually work toward improving the effectiveness of the Business Management System.

We shall be distinguished by the quality of our products and services. Also, by our commitment to comply with environmental legislation and reduce negative environmental impacts relating to its operations and business.

In support of this policy, key measurable objectives are established, regularly reviewed and communicated throughout our business. These objectives are within the boundaries of the following primary issues:-

Customer Satisfaction  
Product Value  
Product Quality  
Delivery Performance  
Environmental Impact

The Company Policy will be made available to the public upon written request.

### Mission

To continually enhance our abilities to create improvement to exceed the expectations of our customers and ourselves through a culture of right first time, every time, by recognising and developing our greatest company asset our people.

### Scope of management system

- a) The design, manufacture and sale of volumetric, helical vane and single jet water meters, volumetric oil meters, electronic water meters and metering devices and boundary box product.
- b) The passing of water meters as fit for use for trade, in accordance with the Directive 2014/32/EU of the European Parliament and of the Council of 26 February 2014

Mark Barrow  
ISC Site Leader