

SMR Projects Ltd.

Quality Management System

Quality Policy

SMR Projects Ltd specialise in the specification and use of the Xypex waterproofing system for concrete and masonry supported with our own brand Hydroswell ancillaries and membrane systems. We are the sole UK distributor of Xypex products out of a network of distributors and licensees in over 70 countries around the world.

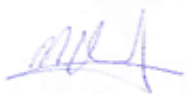
SMR Projects Ltd is committed to providing a first-class quality product and service to its customers and endeavour to supply our customers with products and services that conform to or exceed their requirements. The policy is fully endorsed by the Managing Director and is on prominent display.

Accordingly, the company is committed to:

- Ensuring that the products we supply and install have been manufactured by third party companies who have gained independent certification to the Quality Standard, ISO 9001.
- Maintaining our Quality Management System (QMS) which is subject to independent third-party verification on an annual basis confirming compliance to ISO 9001:2015. This supports the control and management of the sales order processing and management of projects, including high manufacture standards and installation. Objectives and Targets are identified to help demonstrate continuous improvement is in place and are effective.
- Continually developing and improving our operations and methods of work by fully utilising the risk analysis and opportunities elements of the QMS to improve the performance of SMR Projects operations.
- Conducting regular audits and reviews to show that all appropriate in-house and external quality management systems demonstrate continuing suitability, and to identify any opportunity for improvement.
- Satisfying our clients by responding accurately, quickly, and politely to every enquiry in order to produce a service to their required specification and complete all works to their satisfaction in an acceptable and safe manner.

Our processes and activities will be organised to enable us to supply our customers with products and services that meet their needs and add value to their activities. Our management control includes robust procedures to help ensure compliance of our products with appropriate standards and customer specifications.

Signed



Mike Finch
Managing Director. February 2023

Date	Details of Change
Nov 2020	Policy reviewed and updated to reflect ISO 9001 certification
Nov 2021	Planned annual review
Feb 2022	Planned review
Feb 2023	Planned annual review
Feb 2024	Planned annual review