



QUALITY POLICY STATEMENT

Claremont Pool Service provides the retail supply of swimming pool chemicals and equipment, also undertaking workshop repairs of all swimming pool equipment, for domestic and commercial customers. Services also include conducting testing of swimming pool chemical concentrations and providing advice of swimming pool chemical composition for domestic and commercial customers.

It is our policy and commitment that all management and employees of Claremont Pool Service accept their share of responsibility for identifying customer needs and expectations ensuring that the delivered level of customer service and product quality meets or exceeds these expectations.

Top management has created an awareness of the need to fulfill customer expectations through the establishment of policies, objectives and procedures into our Quality Management System (QMS).

The documented quality management system is regularly reviewed by management to ensure that our objective of total customer satisfaction is being met. Through the use of customer satisfaction surveys and listening to customer needs we are able to create changes to the management systems effective in meeting both customer and company needs.

Ongoing employee training is provided to ensure understanding of safe working procedures, product knowledge and staying in touch with quality pool maintenance, equipment and product.

Management will take effective action to ensure resolution of problems and continual improvement in our operating practices. This policy of continual improvement coupled with the provision of adequate human resources and a clear understanding of customer requirements will lead to strengthening consumer confidence in our ability to provide excellent products and service.

These objectives, policies and procedures are communicated and made available to all employees, customers and suppliers as appropriate.

All employees of Claremont Pool Service commit to abide by and implement our policies and procedures in order to enhance our reputation as a customer focused company.

A handwritten signature in black ink, appearing to read "A Telford", written over a horizontal line.

Andrew Telford

Managing Director
12th December 2017