

## Quality Policy Statement

Mono Pumps Limited defines quality as providing the customer with the product or service that was contracted, in a manner that meets the customer's needs, and in accordance with any applicable technical or legal standards. In addition to always meeting customer requirements, the company is committed to the achievement of continual improvement in all its operations.

Mono Pumps Limited has built its management philosophy around being a 'great company' which is an element of the Mono 1-2-3-4 key initiative. The company monitors and measures performance against this initiative, other corporate objectives, and the Quality Policy.

To implement this policy and the quality objectives, we have designed a Quality Management System which satisfies the requirements of ISO 9001:2000. The Quality Management System is documented in the company Quality Manual, which together with the documented processes and other supporting information, describes the system in detail.

The Quality Assurance Manager is responsible for implementing and maintaining the Quality Manual requirements, with the help and co-operation of other departmental managers and their respective teams. Individual managers and team leaders are responsible for maintaining their own documented processes and these will be subject to periodic audit to ensure compliance to ISO 9001:2000 and to ensure their continued effectiveness.

The company objectives can only be achieved through the involvement, co-operation and development of our employees. Our commitment and approval to Investors In People provides the ideal framework to achieve this.

Mono Pumps Limited is committed to health, safety and environmental management as part of its business strategy. Specific goals and targets are set to reduce injuries, improve the health of employees and minimise any negative impact on the environment. These are integrated into our business planning / processes and this commitment is demonstrated through our certification to ISO 14001:2004.

The Quality Policy is communicated and understood by all employees throughout the business through training, presentations and briefings. The company briefing system is also used to keep employees up to date with the company's business performance, key initiatives / plans, and other changes to the company structure.

The Company acknowledges that a Quality Management System cannot cover every eventuality and that ultimately the quality of our goods and reputation depend upon the co-operation and everyday actions of our employees. While it is the responsibility of senior management to ensure that quality standards are met, employees are responsible for the quality of their own work.

The Quality Management System is approved by the undersigned and adherence to this system is mandatory for ALL employees of Mono Pumps Limited.

Mr P. Naylon - Group Managing Director



Group Managing Director  
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