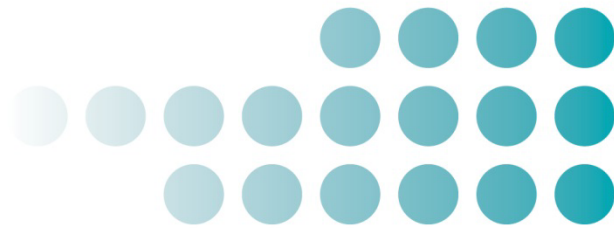


# Policy Quality



Our vision is to be recognised as a leading and preferred partner to provide quality integrated solutions to the water and wastewater challenges of our clients. Our objectives are to:

- Strive for excellence with focus on our customers' needs and provide them with exceptional levels of service
- Forge trust and respect in our dealings with our customers to foster long term relationships

## At Veolia Water Technologies we are committed to:

- Maintain and implement our business management system to meet the requirements of ISO 9001 Quality Management Systems;
- Audit, control, and regularly review the management system to ensure its relevance and efficiency to our business operation;
- Continually improve the effectiveness of our management system and the quality of our activities, products and services;
- Establish, review and report on quality objectives for our activities, products and services that are measurable and consistent with the requirements of our customers;
- Comply with contractual, legal, and other relevant obligations;
- Ensure our policies, objectives and achievements are communicated to build a quality aware business culture;
- Seek feedback from clients to identify opportunities for improvement;
- Identify, investigate, report and resolve all non-conformances and take timely action to prevent recurrence; and
- Hold the accountability to both management & workers for maintaining the work quality and carrying out their duties in accordance with this policy.

## Executive Management Team

June 2018