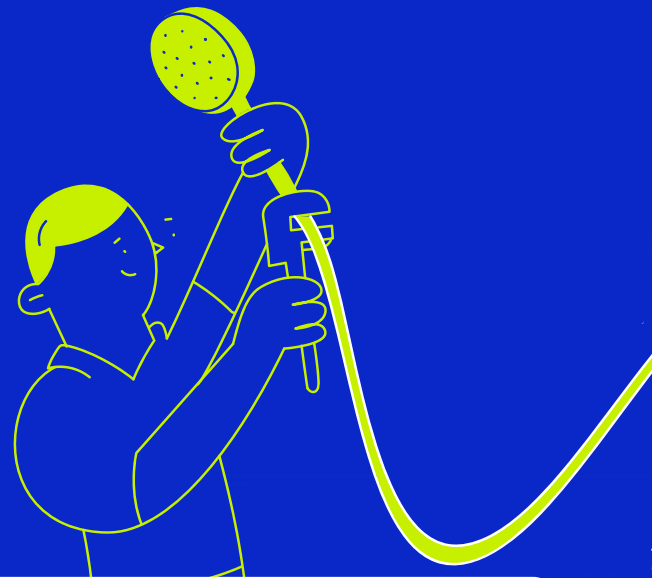


# Quality Policy



We read it, we understand it, we live it

## Our commitment

At Affinity Water, we are committed to providing our customers with wholesome water; our vision is to be the leading community-focused water company. We strive for cultural excellence in everything that we do and always aim to do the right thing.

To deliver our commitment we will collaborate with our customers, stakeholders, regulators and supply chain to maintain a resilient business, with a strong delivery model, through the implementation and continual improvement of our management system and our culture.

## Our approach

### Our directors will:

- set the company objectives to meet the risks and opportunities and take a leading role in their delivery
- regularly review the company performance and instigate prompt changes to improve the management processes to achieve the objectives
- provide the appropriate resources to meet the business demands and measure our compliance with legislation, regulation and our other obligations
- communicate on our risk management, our performance, our improvement progress and changes to relevant stakeholders
- act on information, innovation and relevant feedback to continually improve the business management.

### Our leaders will:

- undertake risk assessments to plan and control the successful delivery of our activities
- ensure our policies and procedures are implemented in their teams
- use trained and competent people for tasks and hold them to account
- maintain records and documented information to provide evidence of compliance
- ensure that reported information is subject to appropriate control and assurance procedures so that it is accurate, transparent, reliable, relevant, complete and up-to-date
- use approved systems and equipment that is maintained and is suitable for the task
- undertake checks to ensure and demonstrate compliance with our procedures
- report accurate performance measurements
- identify, own, escalate and act on risks and opportunities in a timely manner.

## Our role

### Everyone who works for us will:

- familiarise themselves with our policies and procedures
- comply with our policies and procedures in their work activities
- prevent failures by identifying deficiencies, escalating issues and putting things right
- share learning to prevent similar incidents occurring in the future
- guide others in the correct procedures and hold others to account as appropriate
- collaborate with each other and stakeholders to achieve our business objectives.

Keith Haslett, CEO, Affinity Water

