



QUALITY POLICY

VWS (UK) Ltd and VWT Ireland design, manufacture, install, service and operate water and waste water treatment equipment and systems. Our overall objective is to consistently provide customer value and satisfaction through market focus, continual improvement, employee development and recognition and social responsibility. Our quality management system provides a framework for measuring and improving our overall business performance, supporting our company strategy and business plan, facilitates continual improvement and ensures the fulfillment of our customer's and other applicable requirements.

The Senior Management Team and staff of VWS (UK) Ltd, VWT Ireland, ELGA LabWater and ELGA North America commit to the following:

- Operating and continually improving the quality system such, that it meets the requirements of ISO 9001.
- Through management participation in the QMS the business will operate and maintain systems to monitor our quality performance and the information generated by these systems will be used to set the future objectives of the company and identify opportunities for continual improvement.
- Ensuring that the company meets the requirements of its customers and continually develops the overall service to customers to ensure ongoing satisfaction.
- By working closely with all relevant interested parties to develop and maintain mutually beneficial relationships, ensuring that the requirements are clearly understood so that our products and services meet their expectations.
- By promoting the use of a process approach and risk based thinking; resulting in all processes being established, documented, resourced appropriately, monitored and measured to ensure conformance to their intended results (Customer requirements, Business objectives, and applicable industry regulations and legislation).
- Ensure that all employees are provided with the necessary information, facilities, equipment, resources and training to meet the company objectives.
- By planning and establishing measurable objectives based on the business strategy for the ongoing development of the company and relevant interested parties. These objectives are regularly reviewed and measured by management.
- This policy is regularly reviewed for suitability, with necessary revisions to take into account changes within the company and its relevant interested parties needs and expectations
- Ensure the Quality Policy is documented, implemented, maintained, and communicated to all employees, relevant interested parties, and is publicly available.

A handwritten signature in black ink, appearing to read "Martyn Fisher".

Martyn Fisher

**Veolia Water Technologies
CEO Northern Europe**

A handwritten signature in black ink, appearing to read "Nora Ikene".

Nora Ikene

**ELGA Global Platform
Managing Director**