

Quality Policy

Veolia Water Network Services ("VWNS"), a subsidiary of the SADE group, is an international construction specialist in water distribution networks and wastewater collection systems. We design, construct and maintain networks, equipment and related facilities.

VWNS is committed to providing products and services that meet or exceed our customers' expectations by adopting a philosophy of continual improvement in our business practices, to enhance our reputation as leaders in water distribution networks and wastewater collection systems.

VWNS is committed to ensuring that appropriately trained and competent personnel carry out and perform VWNS operations and activities to a standard of reliability, efficiency and service consistent with:

- The needs, expectations and requirements of each customer;
- VWNS' commitment to Sustainable Development; and
- VWNS' commitment to Safety and the Environment.

Our commitment to customer satisfaction forms part of our overall strategy for business efficiency in line with our integrated approach to management systems.

VWNS will establish and review quality objectives at relevant functions and levels within the organization. The objectives will be measurable and consistent with this Policy.

VWNS will communicate the strategic direction, objectives and achievements to all team members and stakeholders to ensure that all team members operate consistently to meet the organisation's goals and objectives.

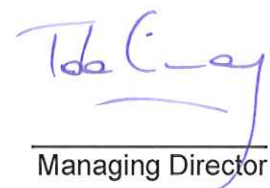
VWNS will comply with all relevant statutory and regulatory requirements applicable to the organisation.


VWNS will allocate adequate resources and facilities to ensure quality of product and service compliance with agreed specifications.

VWNS' has established a management system that is certified to ISO9001:2008 as a practical demonstration of this commitment.

It is the responsibility of all employees to ensure that they are familiar with these objectives and to follow the procedures and practices applicable to their area of responsibility.

Endorsed by:


Managing Director

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