

# 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 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.

We back this assurance by the implementation of a quality management system certified to ISO9001 which will provide clients with the confidence that:

- All contractual obligations and programs are met and satisfied;
- All relevant statutory and regulatory requirements applicable to the organization are complied with and;
- All employees of the company are responsible for providing quality services.

In order to meet our objectives, VWNS will implement these measures:

- Independent verification audits will be scheduled to provide advice on the performance of the VWNS management systems;
- We will ensure that our 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;
- We will establish and review quality objectives, measurable and consistent with this Policy, at relevant functions and levels within the organization;
- We 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 and;
- We will allocate adequate resources and facilities to ensure quality of product and service compliant with agreed specifications.

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:



Thibaut de Crisnay  
Managing Director

*POL-VWNS-002 Version 4, Issue Date 18/02/2011*