

QUALITY POLICY

We are committed to deliver our strategy in line with ENOWA's vision and mission by implementing an effective Quality Management System. We rely upon our continued ability to research, innovate, and improve to provide our customers with high quality Water and world class services.

We work and engage through the following core principles:



BE CUSTOMER OBSESSED

We understand who our customers are and their needs. We go above and beyond their expectations.



DO IT RIGHT FIRST TIME

We take the time to think and implement processes based on risk, whilst insisting on higher standards.



OWN IT & LEAD IT

Everyone is accountable, it is never somebody else's responsibility when it comes to your own process. Everyone is a leader.



INVENT, SIMPLIFY & IMPROVE

We dare to invent and innovate, driving continual improvements.



WE DO IT TOGETHER

We accomplish more together than individually. We listen, collaborate, and communicate with others, respectfully.



LEARN AND BE CURIOUS

We like exploring and seeking new perspectives to make informed decisions that lead to improved outcomes.

To achieve our principles, we will set objectives, implement, communicate, maintain, and continually improve our Quality Management System based on the ISO 9001:2015 International standards.

This policy shall be reviewed regularly to ensure that our statement remains applicable and effective.

GAVIN VAN TONDER

ENOWA Water - Executive Director

Signed: _____

DocuSigned by:
Gavin John Van Tonder
CF546121C3945E...

Dated: _____

26-Jan-2023