

Ancala Water Services

# Quality and Business Improvement Policy

This policy outlines Ancala Water Services commitment to Quality Management and Continual Improvement. It is aligned to the strategic mission of the company in which “we own and manage water and wastewater assets and optimise operations to create value for customers and shareholders”. To this end we commit to:

- Define and maintain standards which are compliant with all statutory and regulatory legislation, that fully meet the requirements of the customer and are in line with the quality management system.
- Establishing appropriate objectives and delivering these objectives with strong committed leadership.
- Be customer focused and deliver a consistent high standard of service to ensure that we are the preferred choice for our customer and suppliers.
- Apply the appropriate monitoring to assure the execution and conformity of our management systems and processes.
- Demonstrate leadership commitment by living the company values, by proactive risk management and by continual performance review which is aligned to the annual business plan and the 3-year strategic goals.
- Engage people through training and development and ensuring that all staff are competent to perform their roles.
- Document and process map operational controls and apply lean techniques throughout.
- Strive to be a data driven, evidence-based business. Maximising efficiency through utilisation information and resource management.
- Engage with the customer, suppliers, and staff to identify areas for continual Improvement. Take advantage of innovative technologies and processes where applicable.
- Develop working relationships by involving colleagues, the customer, the supply chain, and other stakeholders and encouraging feedback and suggestions for improvement through regular engagement.

The Leadership team will ensure that adequate resources are provided to deliver this policy. This demonstrates our commitment to our employees, customer, and to our business success.

Mike Howarth  
CEO, Ancala Water Services  
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