

## QUALITY POLICY

Aqueous Solutions Pty Ltd is a water technology company that designs, manufactures and services innovative and practical desalination equipment (reverse osmosis) and wastewater treatment solutions.

Aqueous Solutions is committed to the management and improvement of the quality of our products and services. We are committed to establishing and reviewing objectives as part of our continual improvement effort. We endeavour to implement an effective Quality Management System, continuously improve the system, and maintain certification to the ISO9001:2015 standard.

We always aim to satisfy the expectations of our internal customers and provide them with robust and reliable products and services that meet their needs and requirements. Quality is manifested by our project delivery and established relationships with our external customers.

### **Our commitment to our customers (internal and external):**

“We will say what we will do, and do what we say”

- Communicate continuously and effectively with all our stakeholders
- Be responsive
- Identify and solve quality issues and prevent them from recurring
- Provide professionally engineered and customised solutions
- Comply with all relevant legislation, regulations, standards and other requirements
- Be consistent in everything we do
- Provide education and training
- Consult and seek feedback
- Monitor and review our performance
- Proactively work towards our strategic goals
- Continuously improve our processes and systems

We care for our community, the environment and other interested parties in providing quality water.

We strive to provide our customers with well-engineered, value product.

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Aqueous Solutions Pty Ltd

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