

QUALITY POLICY

Wessex Water's Quality Policy supports the company's aims and values.

Aims:

Wessex Water aims to provide high quality, sustainable water and environmental services which:

- Give customers good service and value for money
- Protect and improve the environment
- Provide employees with the opportunity for personal development and a satisfying career Gives our investors a good and safe return on their investment.

Our values

- We aim to be the best and value everybody's contribution in our pursuit of excellence
- We are honest and ethical in the way we conduct our business
- We treat one another, our customers, and the environment with respect.

In addition,

Corporately the business applies BEST (all departments)

- Behaviour – respect and value everyone's contribution and always operate with integrity and openness
- Excellence - we aspire to excellence in everything we do
- Service – serving the customers is at the heart of the business and we always go the extra mile
- Teamwork - we are one team working together to deliver our mission.

Operations also applies S3CS

- Safety – zero harm to people
- Customer – understand the customer needs and exceeds their expectations
- Compliance – acknowledge industry leader of environmental services
- Cost – sustainably delivery services for optimal value
- Staff – culture and environment that enables employees to perform at their highest potential.

GENeco and E&C also apply the principles of Safety, Quality, Time and Cost when undertaking their daily activities and whose aims are

- **Strive** for continual improvement and deliver our services, projects and tasks in line with SQTC (Safety, Quality, Time and Cost).
- **Be** the best engineering, construction and utility company.

Our commitments:

E&C also promotes a departmental charter which is to ensure:

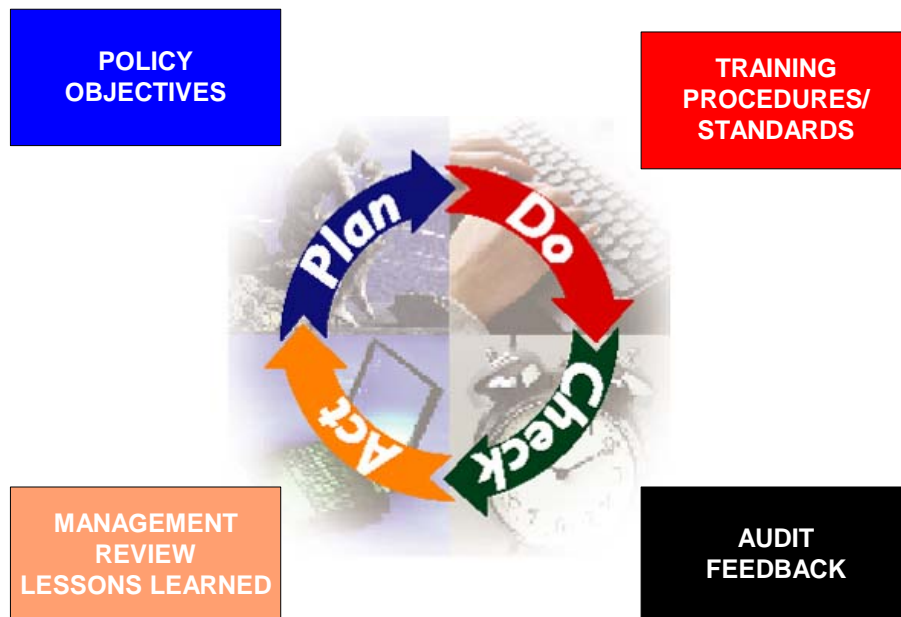
- **Always** put safety first and not tolerate unsafe practices.
- **Be** empowered to stop work on the grounds of health and safety and the environment.
- **Promote** and support positive health and wellbeing.
- **Conduct** ourselves in accordance with our BEST aims and values.
- **Be** open and honest and promote a 'just' and positive culture.
- **Ensure** we are suitably trained and equipped.
- **Act** in an open and collaborative manner with all our colleagues across the wider business.
- **Deliver** services, projects and tasks at best value while complying with our commitments.

To help achieve these aims and values Wessex Water operates Management Systems in Key areas of the Business. These systems comply with the relevant International quality standards (ISO standards – see table below) and aim to ensure that:

- Policy, business objectives (targets) and working methods (procedures /standards) are adopted which achieve the company's aims and values Records are produced which will demonstrate the achievement of business objectives
- Feedback and Lessons Learned contribute to continual improvement and are a part of day to day activities. These are communicated through a variety of mechanisms including e-mails, team meetings, team newsletters and alerts
- Internal audits (Improvement Reviews) are used to confirm compliance and identify opportunities for business improvements
- Customer satisfaction (domestic, business & regulators) is maintained
- Professional standards are upheld.

It is necessary to formalise and record the Management Systems to provide assurance to stakeholders, management and regulatory authorities that the objectives of the Company will be achieved.

The business applies the principles of Plan, Do, Check, Act to its management systems structure.



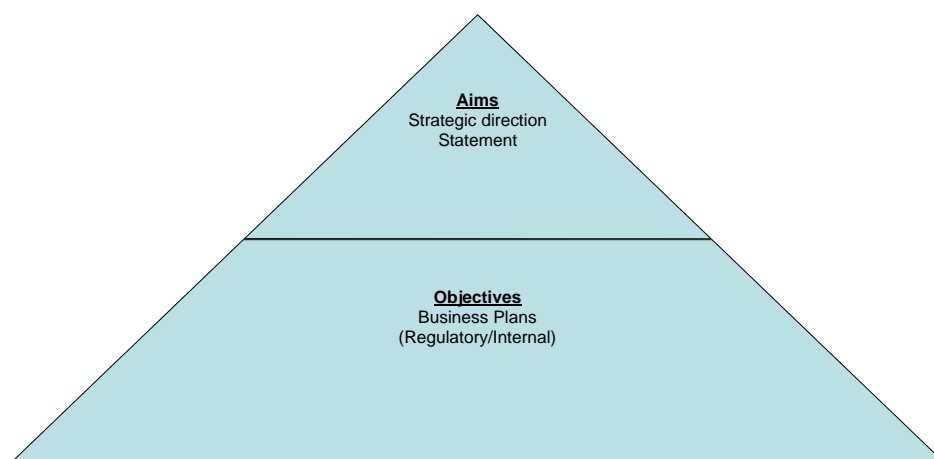
Management are committed to the development and improvement of the Management Systems. Management provides evidence of this by:

- Establishing and reviewing the policy, objectives (targets), and responsibilities for implementation of working methods (procedures/standards)
- Communicating and training staff in the requirements of the policy, objectives and the working methods (procedures/standards)
- Regularly reviewing the performance of the management systems (audit, feedback, lessons learned, customer satisfaction) through Management Review
- Ensuring that the necessary resources are available.
- In the event a department is undergoing a transition to a new standard this may be highlighted in the table below

Business Area	Standard	Scope
Operations	ISO 9001:2008 ISO 9001:2015 transition	The production and distribution of potable water and the collection, treatment and disposal of waste water and waste products including logistical and associated services.
Engineering and Construction (E&C)	ISO 9001:2008	Provision of project management, design automation and construction services for Wessex Water.
	OHSAS 18001	Health and safety within WECS
	ISO 14001: 2004 ISO 14001: 2015 transition	Environmental Management Systems for - The provision of project management, design, construction, repair and maintenance for Wessex Water.
Planning and Asset Management	ISO 55011	The management of assets utilised in the production and delivery of drinking water, and the collection, treatment and disposal of wastewater.
Wessex Water Enterprises Ltd – GENeco Bristol Food Waste Recycling Facility	PAS 110:2014	Specification for the whole digestate, separated liquor and separated fibre derived from the anaerobic digestion of source segregated biodegradable materials.
	ISO 9001:2008	The operation of the GENeco food waste recycling facility at Bristol including waste reception, pre-treatment, pasteurisation, production of gas by anaerobic digestion and solid as well as liquid nutrient products.
	OHSAS 18001	
	ISO 14001: 2004 ISO 14001:2015 transition	

Asset Management Policy Diagram

Policies, procedures and guidelines exist to support the various management systems within the business and ultimately support the businesses strategy for asset management.



Company policy, procedures and guidance's.

Asset Management Framework	Capital Investment (E&C)	Customer	Employee
Environmental , Compliance and Sustainability	Finance	Health and Safety	Operational

Revision history

Issue	Date	Description	Prepared by
1	1 April 2005	First issue	John Hayes
2	January 2011	Review to reflect the various management systems which exist within the business	Michaela Wilson & Management Systems Group
3	March 2011	Minor detail amendments	Michaela Wilson
4	9 December 2011	TICKIT accreditation added to WECS ISO9001:2008 standard	Linda Powell
5	13 September 2013	Addition of GENeco management systems	Rachel Creed
6	November 2016	General Update: update on ISO transition information, aims and values	Patricia Plummer Linda Powell Lynn Brock