

# Quality Policy

We are committed to providing a reliable supply of potable water to our customers, and to collect, treat and dispose of wastewater in the most cost effective manner possible and in accordance to legislative requirements.

We are committed in making certain that the water produced and distributed to our customers meets recognised international quality and health standards, and in collecting, treating and disposing of wastewater in the most environmentally accepted manner. To ensure these standards are met, we maintain a regular programme of stringent tests.

We are committed to continual improvement of the Corporation's services to deliver, and aim to maintain open communications with our customers, and to respond positively and actively to customer feedback.

We are committed to developing and sharing expertise to improve and maintain quality in the water industry generally, both in the Maltese Islands and abroad.

We aim to continually seek for ways to improve the quality of the water we supply to our customers through the development of innovative, or the acquisition of the most appropriate technology.

We are committed to the philosophy of consistent water quality and therefore, our approach to all our operational activities is to do the right thing, in the right way, the first time, every time.

We are committed in planning and implementing projects based on the Corporation's strategic goals and development programs.

We are committed to set quality objectives and targets based on the Corporation's strategic goals.

Our Quality Management System, which includes a quality manual and documented processes, shows how we accomplish our quality commitments and beliefs, and meet the requirements of MSA EN ISO 9001:2015.



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Chief Executive Officer