



## NYERI WATER AND SANITATION COMPANY

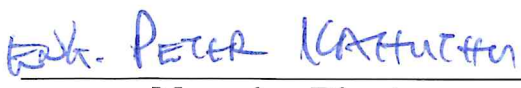
### QUALITY POLICY STATEMENT

Nyeri Water and Sanitation Company provides reliable quality water, sanitation and allied services at environmentally and economically sustainable levels through application of innovative processes and appropriate technology to the delight of its customers and other stakeholders. Furtherance to this, it is our policy to provide services that always meet and where possible, exceed our business objectives and customer requirements.

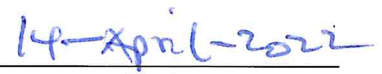
In order to achieve the above, NYEWASCO operates a Quality Management System (QMS) in accordance with the requirements of ISO 9001:2015. The QMS is an integral part of our process management and the organization is dedicated to its continual improvement through;

- a) Top management who are committed to:
- Satisfying applicable requirements by ensuring that customer and applicable statutory and regulatory requirements are determined, understood and consistently met.
  - Continual improvement of the QMS by ensuring the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed and the focus on enhancing customer satisfaction is maintained.
- b) Top management who shall:
- Take accountability for the effectiveness of the QMS.
  - Ensure the quality policy and quality objectives are established for the QMS and are compatible with the context and strategic direction of the Company. Quality objectives have been set and are maintained as part of the QMS internal auditing, monitoring and management review processes, in order to enhance customer satisfaction.
  - Promote the use of a process approach and risk-based thinking.
  - Ensure that the resources needed for the QMS are available; including training, leadership, support and encouragement.
  - Communicate the importance of effective quality management and of conforming to the QMS requirements.
  - Ensuring that the QMS achieves its intended results.
  - Engage, direct and support persons to contribute to the effectiveness of the QMS.
  - Promote improvement.
  - Support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.
  - Establish partnerships with suppliers and interested parties to provide an improved service.

This policy is available to relevant interested parties, upon reasonable request.

  
\_\_\_\_\_  
Managing Director

  
\_\_\_\_\_  
Sign

  
\_\_\_\_\_  
Date