



CONTROLLED

NYERI WATER AND SANITATION COMPANY

QUALITY POLICY STATEMENT

Nyeri Water and Sanitation Company provides 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. Further to this, it is our policy to provide services that always meet and where possible, exceed our business objectives and customer expectations.

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 customers by ensuring that customer needs and applicable statutory and regulatory requirements are determined, understood and consistently met.
- Continual improvement of the QMS by ensuring the risk based approach to mitigation of risks and opportunities that can affect conformity of products and services, enhance customer satisfaction with a focus on enhancing customer satisfaction.

b. Top management who shall

- Ensure the quality policy and quality objectives are established for the QMS and are compatible with the context and strategic direction of the Company.
- Take accountability for the effectiveness of the QMS.
- Promote the use of 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 continuous improvement culture.
- Support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.
- Ensure climate change considerations are adopted and mitigated in relation to the vulnerability of the organization.
- Establish partnerships with suppliers and interested parties to provide an improved service.

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

Signed:

Managing Director

Date: 14th April 2026