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	<b>Clause 5.0</b> : Leadership <b>Section 5.2</b> : Policy	Date of issue: 15/11/2016 Issue No. 001-Launch
	<b>Subsection:</b> 5.2.1 and 5.2.2 Document REF: MWS-QP-001-Quality policy	Revision No. 00

## QUALITY POLICY STATEMENT

Quality in MUWASCO's context is the degree to which Muwasco products and services meet or exceed the customer and applicable statutory and regulatory requirements related to:

1. Provision of clean drinking tap water
2. Provision of public sanitation services
3. Provision of clean bottled drinking water
4. Provision of support services to internal and external interested parties

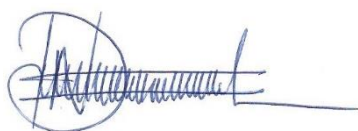
Muwasco is committed to meeting and exceeding the requirements of our consumers and other interested parties as well as applicable regulatory obligations. In order to achieve this, Muwasco shall:

1. establish, implement and continually improve a quality management system based upon ISO 9001:2015 international standard
2. continually review the requirements of our key interested parties and regulatory and statutory obligations
3. provide sustainable value to our consumers and other interested parties.
4. comply with applicable regulatory and statutory requirements
5. monitor, measure, evaluate and improve quality of our products and services
6. communicate our quality commitment to internal and external interested parties
7. develop and support our employees to play active role in quality assurance
8. conserve the environment covered by our operations through responsible management and good practice
9. periodically review this policy for continued relevance

Muwasco shall establish quality objectives and performance measures at all functions and levels within the organization. The quality objectives shall:

- a. be measurable and consistent with this quality policy.
- b. drive innovation and continual improvement of our services and products.
- c. periodically reviewed for alignment with our changing strategic direction

SIGNED.....



DATE.....3<sup>rd</sup> August 2017.....

Eng. Daniel Ng'ang'a

**MANAGING DIRECTOR**