

## SunWater Limited

ACN 131 034 985

### Quality Policy

SunWater is Queensland's major bulk water supplier. In addition to planning, designing and developing our own water infrastructure, we also offer our expertise to a range of industry clients who require water infrastructure facility management and consultancy service.

SunWater is committed to enhancing the value of the corporation by providing cost-effective and commercial water services that add value for our customers.

This policy will be applied by SunWater and its subsidiary companies and is relevant to all management, staff, consultants, contractors and suppliers.

SunWater maintains a Quality Management System, covering all of its business processes, to meet the requirements of AS/NZS ISO 9001. We provide adequate financial, human and educational resources to ensure quality outcomes.

SunWater complies with all relevant legislation, related standards, codes of practice, stakeholder agreements and other requirements. We set measurable objectives and targets for continual improvement and report annually on our overall business performance.

SunWater management, staff and contractors are responsible for the quality of services delivered to customers and for ensuring that Quality Improvement is a focus. We work together so that our customers and other stakeholders recognise SunWater as a partner in helping them to achieve their goals.

Through our continual improvement processes, SunWater enhances its Quality Management System by:

- Meeting and, where practicable, exceeding customer expectations,
- Achieving consistent and measurable improvements in business performance,
- Improving internal capability and competitiveness, and
- Applying consistent processes and creating an organisational culture which leads to sustainable business success.

A handwritten signature in blue ink, appearing to read "Peter Boettcher", is written over a dotted line.

**Peter Boettcher**  
Chief Executive Officer

May 2009