Quality Policy Statement

Zenith Water is committed to servicing its customers in all areas of its business by establishing and maintaining quality standards of excellence that both exceed the expectations of customers and help us retain our competitive edge in the marketplace.

Zenith Water expects all employees, contractors, and suppliers (each a **Relevant Person**) to share the same commitment to excellent quality and to ensure that both their input and output are reflective of this as we believe that this is key to achieving complete customer satisfaction.

Key Goals

The main goals that this policy statement seeks to achieve are:

- to execute work in conformance with all requirements specified by the customer;
- to conform with ISO 9001:2015 and comply with all legal requirements, and any relevant industry best practice standards; and
- to continuously improve.

Meaningful Obligations

Depending on their role, all Relevant Persons are responsible for ensuring that Zenith Water is and other Relevant Persons are (and must immediately report to their manager or HR Advisor if they believe that to some extent that any person to whom this policy statement applies is not):

- monitoring the quality throughout the performing of any activity that may impact the quality of our products or services by applying the highest possible standards applicable under this policy statement,
- undertaking quality inspections under a pre-defined quality assurance framework;
- encouraging other Relevant Persons to deliver the highest quality standards and minimise associated issues;
- ensuring suppliers and contractors understand the scope of their engagement, are competent and held to the relevant quality standards; and
- providing other Relevant Persons with adequate, accurate and timely advice, information, education, training and supervision relevant to quality.



Daniel Cuthbert
Country Manager - NZ
October 2024