



GWCL-520-PL01

Version: 1.0

QUALITY POLICY STATEMENT

Ghana Water Company Limited (GWCL) is committed to excellence, accuracy and timeliness in the provision of potable water to our customers; that consistently meets customer and regulatory requirements and our corporate vision and objectives.

In order to demonstrate our commitment, we operate a Quality Management System (QMS) that meets the requirements of the ISO 9001:2015 International Standard.

Our key priorities include the following:

Customer Focus

Adopt a client-centered approach that guarantees customer satisfaction and confidence in our product and services.

Manage Water

Manage water quality and quantity from source to consumer meter and promote confidence in the supply of safe and healthy drinking water.

Risk Management

Adopt a risk-based approach to proactively identify and manage hazards and ensure appropriate barriers to protect water quality and quantity.

Meeting Applicable Requirements

Meet the statutory and regulatory requirements applicable to the provision of drinking water to consumers.

Innovation and Technology

Promote innovation and technology in the supply of potable water to our customers.

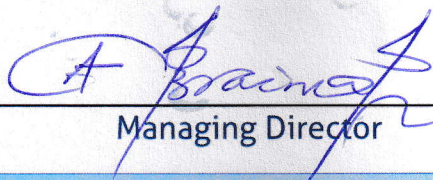
Employee Focus

Ensure our employees are competent and motivated to work in a safe environment; striving for excellence and skills development.

Improve our Practices

Continually improve our practices by assessing performance against corporate objectives and stakeholder expectations.

We will continually improve the performance of our Quality Management System through periodic evaluations of our objectives, targets and programmes to ensure this Policy remains relevant to the scope of our services.



Managing Director