



Social and Environmental Responsibility Policy

Responsible business is good business

At QuaWater we believe that in modern day business development profitability and responsibility go hand-in-hand. We all share this planet, and the choices that we make today will affect our children's lives for many years to come. In order to ensure a safe and sound future for our children we must choose to act sustainably. Sustainability is about meeting the needs of people today without compromising the ability of future generations to meet their needs. It is about how we conduct ourselves personally, and as a business. And it is about the way we meet our responsibilities to our children.

We at QuaWater take responsibility for our impacts on society and the environment. This responsibility goes beyond complying with regulations and involves working pro-actively to improve the quality of life of our stakeholders, society as a whole, and the natural environment. We choose for sustainable development using resources efficiently and responsibly. We advise our customers to do the same, informing them about environmentally sensitive developments and the responsible options that are available to them. Using the symbol below we communicate this policy of responsible business to our customers, suppliers, and the public; we want to work with people that share our mindset.

Our policy of responsibility is based on the *triple bottom line* principle; this means that the social, environmental and financial aspects of the business must be optimised together. These three aspects are often referred to as *people, planet* and *profit*. Taking responsibility and sustainability seriously within QuaWater builds a genuine culture of *doing the right thing*: responsible business is good business.



Profitability in the marketplace

Profit is not a dirty word. Rather, it is what remains after all costs are paid and all legal obligations are fulfilled. We are in business to sell products and to be rewarded for our hard work, creativity and risk capital. This we do with vigour and strong motivation, but not at the expense of our suppliers, our customers or our environment. We deliver quality and value, and hope to make a living by doing so. For us profit is a way to expand our activities and support our mission and vision.

It is a reality of the global economy that commercial companies and organisations are interdependent and must cooperate to make a profit and stay in business. At QuaWater we aim to develop our business together with all of our stakeholders – including suppliers, customers, shareholders, communities, and for that matter, competitors.

All the products and services that we offer meet real needs and provide value for money to our customers. As a responsible company we develop products not only for the mainstream marketplace and the wealthy minorities, but also for the underserved, and poor majorities in developing countries. For those with very little purchasing power we collaborate with governmental bodies, aid organisations and micro-finance providers. We support initiatives that enable these people to maintain a sustainable livelihood; one that not only meets everyday needs for economic, social and environmental wellbeing but that also enables improved conditions in the future.

We work together with various organisations and businesses to support long-term profitability and responsibility in water, sanitation and health related markets. Examples of this are our affiliation with a renowned water analysis laboratory in South Africa, a Kenyan progressive manufacturing company and a developing water treatment business in South Sudan. Furthermore, we actively participate in exchanging ideas and best practice through open source communities and relevant forums.

People at the heart of our business

Our activities as an international company have an impact on everyone around us – from our customers to our employees, and from our investors to the wider communities we operate in. We always ensure we treat people fairly and with respect, and aspire to maintain and enhance human dignity.

The talent, commitment and hard work of our staff are fundamental to our success. Therefore we will always support our employees in their personal and professional development, and care for them by being a competitive and rewarding employer. Besides treating our staff fairly and consistently, we embrace the richness of our multicultural world and actively seek opportunities to improve the ethnic diversity of our workforce. Naturally, we respect and comply with employment laws, and health and safety regulations in every country we operate in.

The concerns of our customers and the communities we operate in are important to us. Our products and services should meet the needs of these people and enhance their quality of life. For that reason we practice human centred design and aim to make our products and services as inclusive as possible. We listen to what is going on in the world around us and are always open to questions, comments and suggestions. We believe this is the best way to establish and sustain long-lasting, mutually-beneficial relationships.

Caring for our environment

QuaWater's strategy of environmental sustainability is based on life cycle thinking – a *cradle to cradle* approach. This means we aim to minimise the environmental impact of our products, starting with the extraction of raw materials and resources and ending with their disposal. Three simple principles guide our approach to disposal:

1. *Reduce* – minimize the amount of resources used and materials disposed
2. *Reuse* – give products, parts and materials a second life, and a third, and...
3. *Recycle* –facilitate the uptake of any parts and materials that cannot be reused into their natural or technological cycle of resources

We incorporate this approach into our activities by minimizing the amount of packaging we use, developing energy efficient products with a long life span, using materials that can be recycled, and encouraging our customers to do so.

Life cycle thinking involves knowing every detail of our products, from the substances they contain, to the energy that is used to produce them. We strive to ensure that all natural and technological resources employed directly and indirectly comply with or exceed best in class standards of sustainability. In everything we do we aim to prevent pollution, and to minimize the consumption of resources and the amount of waste produced. Wherever practical we incorporate renewable sources of materials and energy, and come up with innovative solutions to environmental issues. Our targets for environmental performance are not driven by compliance with regulations but go beyond legal requirements. We seek to work with suppliers and partners that share this responsibility.

At QuaWater we realise that water and energy are the most fundamental ingredients of modern civilization, and that their supplies are limited on our planet while demands for both continue to grow. Obviously, responsible, but adequate supply of both is fundamental for any economy, formal or informal. We believe that water and energy are inextricably linked and any problems related to their supplies must be solved together. A thorough understanding of the environmental impacts of our activities, and our approach to improving our performance to the benefit of the environment are fully integrated in our business and are everyone's responsibility in QuaWater.