

Quality policy

SES Water, which is the trading name of Sutton and East Surrey Water plc, supplies more than 735,000 customers across east Surrey and parts of West Sussex, west Kent and south London. Our key aim is 'to continue to be a well-run, respected and successful business' that meets its compliance obligations. We achieve this by putting service first and continuing to improve the quality of both our product and the service we provide to our customers. We also conduct extensive customer and other interested parties' engagement to understand their needs and expectations, including processes within our Quality and Environmental Management System (QEMS) that enable us to identify objectives and measure our success at meeting expectations, exceeding them or falling short. This ensures that the QEMS plays an active and meaningful part in our culture.

SES Water commits to the following:

- Provide a reliable and sufficient supply of safe, high quality drinking water;
- Offer good value for money and keep bills at a fair and reasonable level;
- Increase the resilience of our networks to drought, flooding and equipment failure;
- Deliver consistently high levels of service;
- Reduce our impact on the environment while seeking to make a positive contribution to its quality;
- Operating safely; and
- Making SES Water a great place to work.

Continuous improvement can only happen if everyone in the business plays an active role. So, whilst ultimate responsibility rests with senior management, everyone associated with SES Water is encouraged to identify areas where further improvements to the business and its systems can be made. As well as looking at the quality of our own operations, we also assess our supply chain, trusted partners, and contractors for their suitability to meet our quality policy.

In support of our programme of continual improvement, we operate a QEMS, which provides mechanisms for alerting us to any weaknesses within our business and actions needed to overcome them by applying risk-based thinking to identify risks and opportunities. We demonstrate our commitment to quality, through operating our system which is certified to the ISO 14001:2015 and ISO 9001:2015 standards and by regularly reviewing its effectiveness both internally and externally.

We communicate our quality performance internally and externally.

This policy will be reviewed on an annual basis, and if necessary updated, to ensure it continues to reflect our key aims and business strategy.

A handwritten signature in black ink that reads 'Ian Cain'.

Ian Cain

Chief Executive Officer

June 2021