

Quality management



Responsible Executive:

General Counsel

Version Date: 15 July 2026

Next review date: 15 July 2028

Our purpose

Providing high quality products and services underpins all that we do.

This policy articulates the Icon Water Board and Executive's beliefs, commitments and expectations around quality management and sets a framework for establishing quality objectives.

Providing safe and reliable water and sewerage services is paramount to our business, the environment, our customers and the community. Our stakeholders expect quality in our end products (water and effluent) and our services to customers and the community. Their lives and quality of life depend on it.

Our beliefs

We believe in the importance of performance, collaboration, simplicity and clarity.

We believe:

- quality must be built into everything we do and how we do it
- performance is more important than production
- collaboration, internally and externally, is critical
- simplicity and clarity enable understanding, which is essential for producing quality outcomes.

Our commitment

We are committed to providing the resources and leadership necessary to enable quality outcomes.

We are committed to:

- providing our people with the resources and support they need to identify, understand and meet quality requirements and objectives
- monitoring and evaluating key quality processes and outcomes
- meeting legal and other obligations and driving continuous improvement in all that we do
- clearly defining and communicating our expectations around outcomes and their quality.

Our expectations

We expect our people to ask questions, work together and contribute.

We expect all Icon Water leaders to:

- clearly define and communicate to their teams their expectations around outcomes and quality
- lead efforts to identify opportunities to prudently and efficiently improve outcomes.

We expect all our people to:

- Ask questions – Why do we do it this way? How might we do this better? Who do I need to work with to achieve this outcome?
- Work together to deliver 'best for community' outcomes and care for tomorrow (our Sustainability Principles).
- Contribute their knowledge, insights and ideas to continuous improvement.
- Seek out and respond to feedback and complaints.

FOCUS ON
PERFORMANCE

ASK QUESTIONS

WORK TOGETHER

PURSUE CONTINUOUS
IMPROVEMENT