

# AQUALECTRA'S INTEGRATED MANAGEMENT SYSTEMS POLICY



Aqualectra is a customer-oriented organization that produces and distributes potable water and electricity for the benefit of the entire community of Curaçao.



Thereby Aqualectra strives to meet the expectations and keep an open communication with our different stakeholders (such as the customers, the shareholder, the regulator, our employees, government authorities, unions, third parties working for or with Aqualectra, society and environmental associations). Aqualectra supplies water and electricity according to the General Terms and Conditions of Delivery which it has set for the supply of drinking water and electric energy.



Aqualectra's business activities and services comply with applicable laws and regulations as well as with Corporate Governance standards and applies responsible standards where no laws and regulations exist. Aqualectra is certified for the international standards ISO 9001:2015 and ISO 14001:2015.

The focus of our Quality Management System is to meet the needs, requirements and expectations of our customers and other stakeholders while maintaining a critical attitude towards the quality of our products and services. Aqualectra recognizes that our activities can have an effect on the environment, such as water and soil pollution, emissions, waste water and other waste streams.

We preserve our quality standards and strive for a controlled reduction of the environmental impact of our business activities by providing adequate training for our employees, continuous business improvement and applying risk-based development methods.



Furthermore, we maintain an Environmental Management System which encompasses the following scope:

- Production units and related accessories for the production of drinking water and generation of electricity.
- Transport, transmission, storage and distribution equipment for water and electricity delivery.
- Buildings and other facilities needed and used by Aqualectra for its main activities.
- Equipment and Material that is delivered and in control of Aqualectra.

This Integrated Management Systems Policy is publicly available to all our stakeholders and other interested parties

This policy is endorsed by the CEO of Aqualectra, and has been revised in February 2019.

Darick Jonis MSc. MBA  
Chief Executive Officer

May 1<sup>st</sup>, 2019

Date