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11.0 ATTACHMENT 1: QUALITY POLICY

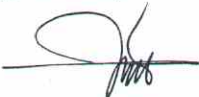
QUALITY POLICY

GENERAL MARIANO ALVAREZ Water District, a service-oriented and socially conscious public utility agency, professionally managed by highly motivated workforce, define quality as conformance to our customer's needs, both internal and external, and conformance to all quality parameters required by international and statutory standards. With this in mind, we strive to be a positive force in the water industry while providing professional and ethical water management services with a total commitment to maximum customer satisfaction.

In order to achieve this goal, we think and act as a team to give our customers the best service that we can give. Towards this end, we commit:

- a. To meet, if not exceed the standards set by the Philippine National Standard for Drinking Water (PNSDW).
- b. To communicate our quality policy with our customers, and all other interested parties and encourage our employees to embrace quality as their personal commitment to GENERAL MARIANO ALVAREZ WATER DISTRICT.
- c. To identify areas for continual improvement by conducting a regular review of the Quality Management System and subjecting the performance of GENERAL MARIANO ALVAREZ WATER DISTRICT to regular internal audit.

Approved by:



JULIET M. NACITA
General Manager

Date: November 07, 2016

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