

Customer Policy

Utilita Water Solutions is committed to develop and maintain strong relationships with our customers to provide the highest level of service.

We recognise the following groups as our customers; our clients, their customers and the impacted community in which we operate.

Our Objective

To build mutually beneficial long term relationships with our customers by delivering excellent service. Our aim is to be a trusted advisor.

Our Methods

At Utilita Water Solutions we will meet this objective by:

- **Involving** our customers in the design of our service offerings through their feedback and community stakeholder engagement.
- **Educating** and **developing** our people so they have the necessary skills to build and maintain relationships with our clients and the communities in which we work.
- **Developing** relationships that deliver the right outcomes for everyone and establishing sustainable businesses.
- **Measuring** and **reporting** our performance to our clients, local communities and across our organisation.
- **Evaluating** and **benchmarking** our engagement with clients through regular audits, evaluations and research.
- **Ensuring** we manage and develop business relationships while investing in local communities where we operate.
- **Continually improving** service delivery based on identified customer needs and the development and execution of improvement plans and specifically designed programs.

Nathan Hallam

Contract Director
Utilita Water Solutions