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Rolfes Water is committed to an operating philosophy based on openness in communication, integrity in serving our customers, fairness and concern for our employees and our responsibility to the communities within which we operate or may affect. Our vision is to exceed customer expectations for quality, safety, sustainability, cost, delivery, value and to become the supplier of choice for the provision of water treatment services and solutions which include the supply of water treatment chemicals, maintenance and optimization of water treatment plants and equipment, through solutions, leadership and innovation. Additionally, we are dedicated to creating a profitable business culture that is based on the following principles:

OUR PEOPLE

Rolfes Water is committed to equality in employment opportunity and rewards, embracing wholeheartedly the cultural diversity within the communities we call home. Our employees' welfare and interests are foremost throughout all aspects of our business and how we conduct our affairs. Rolfes Water is committed to:

1. Creating and nurturing an environment of success based on honesty and integrity;
2. Treating employees, suppliers, stakeholders with respect and encourage long term relationship with all stakeholders;
3. Empowerment through training participation and communication;
4. Individual growth and equal opportunity;
5. Prevention of accidents and incidents.

OUR CUSTOMERS

Customer needs are paramount and represent the highest priority within our business. Our obligation is to proactively seek out and define customer needs while addressing all requests expeditiously without creating false expectations. Furthermore, Rolfes Water commit to the following principals:

1. Supplying products to our customers which meet or exceed the requirements with regards to performance, quality, price and delivery;
2. Complying to agreed standards and specifications in order to deliver a consistent high quality standard product;
3. Treating customers and suppliers with the necessary respect, courtesy, professionalism, efficiency and friendliness;
4. Constantly increasing quality assurance awareness and application in all personnel;
5. Ensuring that work is always carried out by fully qualified and trained people;
6. Continually improving the quality of processes and maintaining sound economic performance.

OUR QUALITY

Rolfes Water is committed to achieving competitive excellence and providing our customers with products and services designed, produced and maintained to meet or exceed their expectations by:

1. Complying with all customer, statutory and regulatory requirements;
2. Enabling employees to achieve business and professional goals;
3. Continually improving our processes via our IMS;
4. Extending our IMS practices throughout our supply chain;
5. Ensuring that work is always carried out by fully qualified and trained people;
6. Guide customers to product application risks and disposal.

Beginning with a clear definition of customers' expectations, we strive to consistently meet or exceed them. We adhere to all applicable standards and customer specific requirements and endeavor to provide processes that ensure we achieve this in order to build a robust and world class business.

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OUR COMMUNITY AND ENVIRONMENT

Rolfes Water is committed to supporting the communities within which we operate. We believe in the practice of social responsibility and encourage similar behavior in our employees and suppliers. We support the conservation of the physical environment and the prevention of pollution at our facilities and as such, our environmental commitments include:

1. To constantly increase environmental consciousness and application in all personnel;
2. To achieve an environmentally friendly work place in order to promote Quality of Life for all employees;
3. To constantly strive to reduce any negative environmental impact of our products and processes;
4. To continue to invest in improved energy efficiency and energy conservation;
5. To conserve natural resources through efficient use and careful planning;
6. To control the creation of waste and, wherever practicable, recycle materials and waste. Hazardous waste and effluents will be disposed of in a safe and responsible manner;
7. To eliminate or reduce as far as possible the release of emissions or any pollutant that may cause environmental damage;
8. To assess new processes for possible negative environmental impact before introduction;
9. To undertake regular environmental monitoring and auditing of our activities;
10. To adapt to climate change and mitigation;
11. To protect the biodiversity and ecosystems;
12. Life cycle thinking.

Our Well Being

Rolfes Water is committed satisfying all legal and other requirements and to applying the hierarchy of controls to OH&S risks. We proactively comply with all applicable occupational health and safety, legal and regulatory requirements to which we subscribe in order to:

1. Prevent accidents and work-related ill health by managing health and safety risks in the workplace;
2. Provide clear instructions and information, and adequate training, to ensure employee competence;
3. Engage and consult with employees on day-to-day health and safety conditions;
4. Implement emergency procedures in case of fire or other significant incidents;
5. Maintain safe and healthy working conditions, provide and maintain plant, equipment and machinery, and ensure safe storage/use of substances;
6. Conducting our business with respect and care for people and their health;
7. Informing and training all employees and service providers on Health and Safety best practices;
8. Identifying hazards, assessing risks and implementing effective controls to prevent causes and mitigate possible consequences;
9. Setting and periodically reviewing SHE objectives, targets and communicating progress;
10. Developing and implementing inherently safer and cleaner technologies;
11. Holistically managing health and wellness of our people;
12. Learning from incidents to prevent reoccurrence.

André Opperman
Managing Director

Signature:



Date: 14 February 2022