



Quality Policy Statement

Consistent with its vision and mission, Dynamic Energy & Water Solutions (DEWS) believes that *Quality* in its broadest sense is of strategic importance, and recognizes that its success as well as that of its customers derives from the constant attainment of better quality.

All employees of DEWS are expected to embrace these principles in the conduct of their work and their interaction with customers, suppliers, and fellow employees:

- Put customer satisfaction at the top of their priorities
- Strive to do everything *Right the First Time... Every Time*
- Adopt *Flawless Execution* both as an attitude and a commitment, with the view to delivering timely, complete, and cost-effective solutions to their customers
- Ensure that all correspondence and communications are meaningful and accurate
- Make it their job to learn as much as possible about the products and services we offer and the markets we serve
- Promote only high-quality products and services from reputable manufacturers or vendors
- Build relationships with customers and principals (suppliers) founded on honesty and transparency
- Know the customer's business and actively support the customer's quality objectives and key success factors
- Document the applicable customer requirements as and when appropriate in the most efficient and appropriate manner
- While making every effort to exceed customers' expectations, promise only what we can achieve, then fulfill every promise made
- When a customer quality issue arises, deal with it with the focus and attention it deserves, escalating "bad news" promptly when necessary to resolve open issues
- Comply with applicable laws, regulations, and industry standards, providing complete and truthful information to governmental authorities and regulators when required.

The choice is clear: Good quality is ultimately rewarded by long-term customer satisfaction and repeat business, while poor quality may bring only short-term gains with the eventual erosion of customer confidence and loss of business.

Signed:

A handwritten signature in blue ink, appearing to read "B. Fakhry", is written over a horizontal line. The signature is fluid and cursive.

Bassem P. Fakhry, President