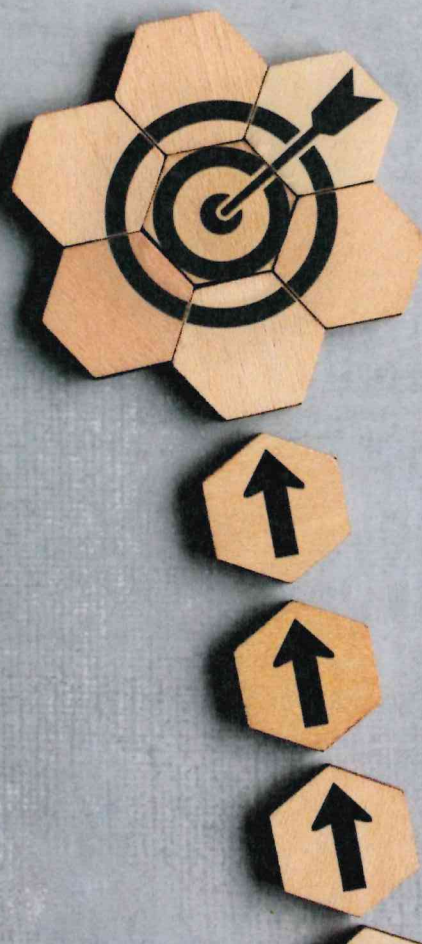
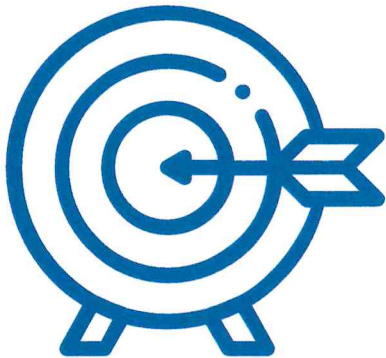




POLICY STATEMENT

Aqua-Techniek is a family business in Hellevoetsluis. We supply filter media and help customers with practical solutions for water treatment. We do this with professional knowledge, honest advice and by keeping our promises. For us, quality means: doing what we promise, supplying what fits the application, and solving problems when they occur.

Version 1.0
Datum: 26-2-2026



Mission

As a family business, we help our customers with reliable water treatment. We do this with good filter media and clear, honest advice. We want our customers to be able to count on steady quality, clear agreements and reliable delivery.

Vision

We want to remain a stable and reliable supplier for water companies and industry, both in the Netherlands and internationally. We grow step by step, while keeping our way of working: personal contact, short communication lines and quality delivery. We focus on solutions that work in practice and, where possible, are also more sustainable.



Core values

Reliable: we do what we agree.

Customer-focused: we think along with the customer and solve problems.

Natural product and quality: our filter media are natural products.

Technical expertise: we know what we are talking about.

Continuous improvement



We, Aqua-Techniek, consider quality very important. To continuously improve our processes and the quality of our products, we secure and improve our business operations. To do this in a structured and efficient way, we have set up a management system that meets the requirements of ISO 9001.

Our quality policy includes general quality goals. As stated, continuous improvement of our internal organization is central. We do this by:

- Developing a policy that fits the organization;
- Making this policy known within the organization;
- Increasing quality awareness among employees;
- Motivating employees and encouraging their involvement in improvement projects;
- Providing training and/or education for employees;
- Regularly discussing customer requirements for the products and services we provide;
- Continuously aiming to improve customer satisfaction;
- Complying with applicable laws and regulations;
- Maintaining a quality management system that meets the requirements of ISO 9001:2015.

A combination of risk assessments, internal project evaluations, customer satisfaction analyses and internal audits helps us identify possible improvements in our organization's processes. By analyzing information and making improvements based on that information, we create a learning organization where continuous improvement, based on the PDCA cycle, is central.

To apply the above properly and to continue developing our quality management system, we have set the following goals for the coming year:

- **Goal 1 - Work in a process-based and consistent way:** We work according to clearly described and well-secured processes.
- **Goal 2 - Strengthen quality awareness:** We increase internal awareness and involvement in the quality management system (QMS).
- **Goal 3 - Better insight into customer satisfaction:** We gain more and deeper insight into what customers find important and how they experience our services.

Every year, during the management review, we will look back at the results of these goals. We will also set the policy statement again for the coming year.

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THE FILTRATION PROFESSIONALS

Scope

The scope of our management system is defined as:

“Purchase and sale of natural minerals for water treatment”.

Date:	10-03-2026	Name:	Aqua-Techniek B.V.	Place:	Hellevoetsluis
			Tamara Köpke		

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Version 1.0
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