

Company Profile

It's more than Water!



Business Name:	Aussie Aqua Drinking Water
Business ID:	54-01-2015012232
Address:	397 McArthur Hwy, Marisol Village. Angeles City, 2009.
Phone:	(045) 322-9637 – Shop 0927 523 3718 – Shop Mobile
Owners:	Jeff Collinson & Dina M Aquino

ABOUT US

Aussie Aqua started its operations when a local water refilling station 'Aqua Tamu' was purchased in July 2014. Aqua Tamu was a small yet successful business that had been in operation for more than two years. In August 2015 the name was changed to Aussie Aqua to better reflect the change of ownership and the Australian input to the management and growth of the company.

One of our core aims is to provide a great working environment for many less fortunate Filipinos who may lack formal education but have the desire to work and provide excellent customer service. Our goal of employing 20 staff by 2020 is big but worthy!

Aussie Aqua is now known locally and throughout the Angeles City district as a reliable supplier of quality Alkaline and Purified drinking water. Our close association with Australian, British and US expats has enabled growth within this business ownership group. Of course, many of our customers and almost all our staff are Pilipino so there is never any difficulty in communicating with our broad base of clients whether they speak English or Tagalog.

In August 2015 Aussie Aqua expanded its operations to include customers located in the 'Clark Freeport Zone' and has become one of the main areas in which our water supply services are increasing. To cope with the delivery requirements a new Hyundai H100 was purchased and fitted out to ensure continuous delivery of quality drinking water to all our customers. Today we have a total of 5 delivery vehicles, 1 x trucks, 1 x van, 1 x pick up, 1 x tricycle and 1 x motor scooter to handle local deliveries.

As our business grows so does the quality of the service we can provide.

OUR WATER

"Fresh is Best" is a motto we adhere to rigidly. You will notice our water is absolutely fresh, crisp and great tasting. At Aussie Aqua there is no substitute for **quality** and this is an absolute priority in our operations.

We utilize only the highest quality materials, stringent processing standards, and the strictest quality control measures. We are an innovative company and always looking at new ways to improve our processes all for the benefit of our customers.

Aussie Aqua surpasses the standards for bottled water using the latest state-of-the-art purification technologies. With Aussie Aqua you are assured of purified and alkaline water of the highest quality at all times. We do not store water as we have the capacity to process more than 20,000 litres per day at our premises.

Our Motto – **'It's more than water'** – it's the service and reputation that goes with Aussie Aqua.

Aussie Aqua is pleased to provide our customers with our most recent Physical and Chemical testing results that will prove the cleanliness and quality of our drinking water.

PRICING – WE ARE COMPETITIVE BUT NOT ‘CHEAP’

At Aussie Aqua we understand that we must be competitive to win our customer’s business and to remain operational within this very competitive environment. However, we will not sacrifice the quality of our filtering processes and hence the taste and clarity of the water we deliver just to compete on cost alone. We believe our prices are competitive because we deliver a quality product – NO COMPROMISES are taken.

You will be confident in knowing that as part of our process every container is thoroughly cleaned and checked by a supervisor before being accepted for refilling. Each operator involved in refilling any container or 500ml bottle must be wearing approved clothing and face mask.

DELIVERY PROCESS AND GUARANTEE

In order to keep our customer’s water costs to a minimum, allow replacement planning and provide excellent service, our customers will normally be provided with regular days of the week in which Aussie Aqua will deliver water. Although we are closed on Sundays special arrangements with certain high volume clients can be made to ensure water is always available on a ‘same day’ basis.

As an example of our professional approach to water delivery, all staff at Aussie Aqua are required to wear a uniform and must display their Aussie Aqua identity cards whenever delivering water to our customers. Even staff working in our water stations are required to wear uniforms at all times.

FREE ‘USE’ DISPENSERS

Aussie Aqua will provide ‘Free Use’ dispensers for clients ordering a predetermined minimum number of units per week. In addition, we provide a ‘No Cost’ cleaning service on all of our supplied dispensers. This works on a ‘replacement’ dispenser arrangement so that cleaning at the customer’s site is not normally required. For example; Aussie Aqua will take a spare dispenser and provide this when water is next delivered. We then take the dirty dispenser (once it is replaced), and clean it thoroughly at our own facility designed just for this purpose.

We always maintain a number of spare dispensers at our station to use as replacement dispensers.

OUR MISSION

- To be a leading supplier of quality purified and alkaline drinking water in the Angeles City areas.
- To be a great place to work where people are inspired to be the best they can be.
- Provide a great place to work for many under privileged Filipinos lacking formal education.
- To empower and encourage our employees to develop their skills and entrepreneurial spirit so that they can better serve our customers.
- Instil confidence within our customer base that Aussie Aqua can and will provide the highest quality of drinking water and an exceptional level of service and understanding of our customers’ needs.

OUR VISION

To provide ‘Peace of Mind’ for our customer’s in knowing that their water is clean, safe and refreshing!

Current Clients: The Outsourced Accountants (TOA), EasyDNA, Cool Breeze Hotel, PS Bank, Police Stations – City Hall, Clark Outsourcing, 5 Star Outback Philippines, Canon BPO Services, Avantis, Phillies Sports Bar, Cornerstone, Tall Ships Business Centre, SG ECO, Shore360, Moons Bar, Shell Service Stations, RBI Steakhouse, Faces Care, Boomerang, Thai Odyssey and more...

References: We are happy to provide customer references should you wish to contact some of our clients and ask them about their experience with Aussie Aqua and in particular the quality of our water.