

HYDRO AUSTRALIA PTY. LTD.

QUALITY POLICY

In partnership with our clients, we improve the reliability and efficiency of their pumping systems to strengthen their competitive edge.

Hydro Australia's objective is to be recognised as the premium supplier of services in the aftermarket to the end user. This will be achieved by:

- A thorough commitment to **our customers** and each others needs and requirements by all employees (**the team**)
- Ensuring that all members of **the team** are dedicated to achieving excellence
- Continual improvement of the systems and processes utilized by the company and **the team** in pursuit of the objective
- Listening to, analysing and acting on all inputs relating to quality whether it be from **the customer, the team or any other party** involved in the process
- Demonstrating our commitment to **our customers** through the quality procedures utilised **and** delivered
- Providing, on a regular basis, feedback to **our customers** and **the team** on our progress towards our objective
- Provision of an environment where **all parties** are able to express their views on achievement of the objective without prejudice

Ross Bertoli, General Manager



Hydro Australia, Pty. Ltd.
A Hydro Company