

HYDRO AUSTRALIA PTY. LTD. QUALITY POLICY

Hydro Australia Pty Ltd's objective is to be recognised as Australia's premium supplier of aftermarket services including repairs and upgrades to pumping equipment.

Scope: Sale, repair and refurbishment of all types of pumps and ancillary equipment, including re-engineering of components, engineered upgrades and design engineering, installation and take outs while complying with OH&S laws and regulations.

Action Statement: In partnership with our clients we improve reliability and efficiency of pumping systems and ancillary equipment to strengthen their competitive edge.

This **will** be achieved by:

- A commitment to comply with the requirements of AS9001 Management System.
- 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.
- Continually monitor improvement and effectiveness of the systems and processes utilised 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