

HYDRO AUSTRALIA PTY LTD QUALITY POLICY

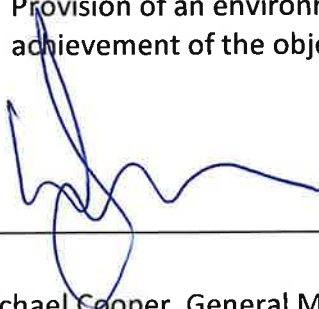
Hydro Australia Pty Ltd's objective is to be recognised as Australia's premium supplier of aftermarket services including repairs and upgrades to pumping equipment.

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 and conform with the requirements of ISO 9001:2015 Management System.
- A thorough commitment to **our customers, to facilitate opportunities to enhance customer satisfaction**; and each other's 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.
- Addressing risks and opportunities associated with its context and objectives.
- 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



Michael Cooper, General Manager

18.12.2023

Date