

QUALITY POLICY

Category:	Governance and Management
Date Last Revised:	July 2023
Responsible Executive:	General Manager
Date Posted to Library:	September 2023
Status:	Amended Policy

- 1. Purpose 2
- 2. Policy Statement 2
- 3. Authorised..... 2

1. Purpose

A Quality Policy is a key document within an organization's quality management system. Its primary purpose is to articulate the organisation's commitment to delivering high-quality products or services to its customers.

2. Policy Statement

Hydro-Chem Pty Ltd is an Australian owned company specialising in the provision of water treatment services to manage the risks associated with cooling tower systems, boilers, closed circuits, wastewater systems and water distribution systems (Systems). This includes the design, manufacture, storage and distribution of chemicals and storage and distribution of equipment utilised in the management of the risks associated with Systems including corrosion, scale, and microbiological growth (including Legionella); provision of advice to reduce the risks associated with Systems, including Legionnaires' disease, and chemical cleaning of Systems, process equipment and piping.

As Australia's largest locally owned water treatment service provider, HydroChem is committed to providing our customers with a high standard of service in order to meet their needs and expectations. To maintain this high level of service to all interested parties, HydroChem is proud of its commitment to achieving and maintaining compliance to ISO 9001 – Quality.

Our quality objectives are benchmarked to projects undertaken, market conditions, research, findings, training, and workshops that are set up to support this policy which will ensure HydroChem is committed to:

- continual growth;
- the continued improvement of our QMS;
- providing a consistent approach when delivering products and services;
- giving confidence in our processes to all interested parties while meeting the needs of applicable statutory and regulatory requirements.

We are committed to enhancing customer satisfaction through effective application of our QMS throughout HydroChem's business operations.

3. Authorised

Authorised by the Chief Executive Officer

Signature:



Date: 14/07/2023

Name:

Mike Lenton