

QUALITY POLICY

Category:	Governance and Management
Date Last Revised:	March 2025
Responsible Executive:	Chief Executive Officer
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Status:	Amended Policy

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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, water distribution systems, process water systems, and cleaning and sanitising systems. This includes the design, manufacture, storage, and distribution of chemicals, as well as the storage and distribution of equipment utilised in managing 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 delivering high-quality services that meet customer needs and expectations while integrating sustainability and climate-conscious practices into our operations. To maintain this high level of service to all interested parties, HydroChem is proud of its commitment to achieving and maintaining compliance with ISO 9001 – Quality. Our quality objectives are benchmarked to projects undertaken, market conditions, research, findings, training, and workshops that support this policy, ensuring HydroChem's commitment 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;
- minimising environmental impact and addressing climate-related risks by promoting energy-efficient and sustainable water treatment solutions;
- identifying and mitigating quality-related risks that may arise due to climate change, and regulatory requirements;
- integrating sustainable practices into product design, manufacturing, and service delivery to support long-term environmental resilience.

We are committed to enhancing customer satisfaction through the effective application of our QMS while ensuring our business operations align with sustainability objectives and contribute to global efforts to mitigate climate change.

3. Authorised

Authorised by the Chief Executive Officer

Signature:



Date: 31/03/2025

Name:	Mike Lenton
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