

Quality Policy Statement

Hydro International Ltd and subsidiary companies are recognised leaders in developing innovative solutions to water management challenges. We provide high value-added products and services to specialised markets worldwide.

The responsibility for quality is actively owned by every person, in every area of our business across the global Hydro organisation. We are committed to total customer satisfaction.

Our Business Manual describes how our Quality system is designed, in accordance with the requirements of ISO9001, to ensure that we meet our responsibilities and obligations to customers, employees, our partners and suppliers, and to satisfy applicable requirements. We are committed to continuous improvement in the effectiveness of our management system.

The policy underpins the strategic goals and objectives of the business which are set, reviewed and updated as the business develops. As such we will:

- Identify, measure and understand our customers' expectations and perceptions of our performance and implement improvements to increase customer satisfaction. This includes non-conformance analysis to drive preventative as well as corrective actions.
- Enable and engage our employees at all levels to drive performance improvement across our entire value chain from design to sale, order to fulfilment and on-going service and support.
- Define quality management responsibilities within the Hydro organisation structure including establishing competency and resource requirements, relevant training and development needs.
- Ensure quality is integrated into the business processes for managing change, as we drive the development of the business
- Embed Hydro values into our business practices.

This policy applies to Hydro International Ltd and subsidiary companies worldwide and will be reviewed on an annual basis.



Chief Executive

Policy date: September 2016

Next review date: December 2017