

# Quality Policy Statement

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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. We promise to do everything we can that is within our control to deliver on time, to budget and to or beyond expectations-every time.

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 interested parties 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.
- Support relevant manager roles to demonstrate their leadership as it applies to their area of their responsibility.
- Ensure quality is integrated into the business processes for managing change as we drive the development of the business.
- Ensure that resources needed for the QMS are available.
- Promote the use of a process approach and risk-based thinking.
- 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.



Paul Cleaver, Chief Executive

Policy date: September 2019, next review date: September 2020

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