	Subject	Quality Policy		
	Issued By	Pro-Hydraulics	Revision No.	13
	Approved By	Directors	Document No.	QM 02

1. Objective

The aim of this Policy is to give direction for the implementation of the Quality Management System, consistent with the Company goals and objectives.



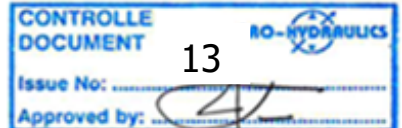
2. Scope


We as **Pro-Hydraulics Pty Ltd**, recognize that without customers, we would not have a business and the customer is accordingly, the reason for our company's existence and our employment

3. Policy

3.1 We at Pro-Hydraulics totally commit ourselves:

- ✓ To identify with our customer's current and future needs, by providing a product and service that meets the customers requirements with an aim to exceed customer expectations.
- ✓ To conduct business with our customers in a manner that is mutually beneficial which enhances the ability of both parties to create value and lasting relationships.
- ✓ To maintain regular contact with our customers and local distribution network in order to identify and acquire the necessary equipment, resources and skills to meet their requirements.
- ✓ To provide technical support and product design services, keeping up to date with supplier and customer technology through formal and informal training programs.
- ✓ To ensure that suppliers are informed of and understand Pro-Hydraulics standards that must be maintained within the organization.
- ✓ To maintain regular contact and a lasting relationship with key suppliers to ensure that our delivery expectations and quality standards are met.
- ✓ To ensure that personnel are adequately prepared (competence and awareness) to carry out the tasks assigned to them.
- ✓ To create a culture to involve all staff in the objective of continuously improving the quality standards of the organization.
- ✓ To identify risks and opportunities in key departments and processes.
- ✓ To analyze and measure objectives and targets to ensure that these are being met.

	Owner: Quality Champion	Date of Change: 30-09-2021	Page 1 of 2		
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4. Commitment

4.1 We each commit to:

- 4.1.1 We each as well as the management of Pro-Hydraulics will support and lead the effort through highly visible personal involvement as well as commit themselves to the establishment, implementation and continual improvement of the Quality Management System.
- 4.1.2 Demonstrate visible quality assurance and take a leading role in establishing best practices and provide the necessary resources;
- 4.1.3 Protect the safety and health of all individuals, fellow employees, our partners, customers and the communities and the environment in which we operate and prevent pollution and seek improvements in the efficient use of natural resources;
- 4.1.4 Open communication with employees, partners, customers, interested communities and government regarding any suspected and/or potential HSE exposure and impact associated with Pro-Hydraulics Operations.

5. General

- 5.1 This policy shall be made available and communicated to all employees, contractors and other affected and interested parties.
- 5.2 This policy shall be reviewed annually by Pro-Hydraulics management.

6. Revision History

Process Revision History		
Revision Status	Reason for Review	Date
10	Policy review to include 2015 process requirements	2018-02-26
11	Policy review for changes	2019-03-13
12	Managing Members changed to Directors	2020-03-18
13	To address SGS finding the policy was aligned to the objectives and targets	2021-09-30