

1.5.1 QUALITY POLICY

POLICY STATEMENT

Netco is a highly capable and professional company offering specialist expertise in the field of pumps and pumping projects. Netco operates in a manner that consistently meets or exceeds the quality standards set by our stakeholders. To achieve this, we are committed to continuous improvement of our Management Systems, operations and the products and services provided by our company.

AIMS AND OBJECTIVES

We recognise that the quality of our products and services are determined by our client's needs and expectations. Our objectives are to:

- Identify the changing needs and expectations of our clients and stakeholders
- Develop and maintain processes and procedures that ensure that these changes are accommodated
- Achieve efficiency in our operations, attention to detail, and responsiveness to client priorities
- Facilitate the correct pumping solution through experience, innovation, and integrity
- Continually build a brand that exemplifies a dedication to customer satisfaction and portrays qualities that are perceived as valuable by all
- Provide an employment environment where continuous improvement is encouraged

RESPONSIBILITIES

We, as a company will:

- Train all employees and subcontractors to identify areas where improvement can be achieved
- Remove wasted and non-value-added steps and time in our processes where feasible
- Strive to ensure that client and stakeholder satisfaction is achieved at all times, and in all things
- Support the adoption of appropriate quality systems and management principles in order that all stakeholders benefit from this commitment to quality

Employees are expected to:

- Assist and cooperate in ensuring that this policy is followed
- Actively participate in the adherence of this company to the achievement of the goals and objectives of this policy

Nathan Cruickshank

**General Manager
Netco Pumps Pty Ltd**

1.5.2 OCCUPATIONAL HEALTH & SAFETY POLICY

POLICY STATEMENT

As part of our commitment to achieving the principles of health and safety in our workplace, we recognise our moral and legal responsibility to provide a safe and healthy work environment for employees, subcontractors, clients and visitors. This commitment also extends to ensuring that our operations and activities do not place the local community or environment at risk of injury, illness or damage.

AIMS AND OBJECTIVES

We will adopt procedures to –

- Provide and maintain healthy and safe workplaces, safe equipment and systems of work
- Provide written procedures and instructions to ensure safe work practices
- Ensure compliance with legislative duties and current industry standards
- Provide such information, instruction, training and supervision to employees, subcontractors and clients as is necessary to ensure their continued health and safety
- Provide support and assistance to employees and involve them in consultation on safety issues

RESPONSIBILITIES

We recognise that the overall responsibility to provide a safe workplace rests with Management, who will be accountable for the implementation of this policy. These responsibilities include –

- Ensuring that all WHS policies and procedures are implemented
- Establishing measurable objectives and targets to ensure continued improvement aimed at the elimination of work-related injuries and illnesses
- Providing adequate resources to meet these WHS commitments

Employees also have responsibilities, which include –

- Following all WHS policies and procedures
- Recognising hazards which may affect the health and safety of themselves, others, or the environment

We are committed to encouraging consultation and co-operation between Management and employees, and will formally involve elected health and safety representatives in any workplace change or any matters that may affect the health and safety of employees.



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**General Manager
Netco Pumps Pty Ltd**

1.5.3 ENVIRONMENTAL POLICY

POLICY STATEMENT

As part of our commitment to achieving the principles of responsible environmental management, sustainability and protection of the natural environment in our workplace, we recognise our moral and legal responsibility to ensure that our activities, equipment, materials and services are designed to protect and enhance the environment in the communities in which we operate, and our obligations to ensuring that our operations do not place the natural environment or the local community at risk of harm.

AIMS AND OBJECTIVES

We are committed to environmental improvement and prevention of pollution. We will achieve this by working with our clients, suppliers and the community to adopt procedures that –

- Reduce waste through innovative work practices and recycling practices
- Minimise environmental impacts by reduction of polluting substances produced by our operations, activities, materials or services
- Minimise the impact of our operations on the neighbouring community
- Increase the use of environmentally acceptable materials, equipment and technology in place of those which are considered harmful
- Ensure that our suppliers follow acceptable environmental policies
- Actively promote environmental awareness among employees, clients, and the general public

RESPONSIBILITIES

We recognise that the overall responsibility environmental sustainability rests with Management, who will be accountable for the implementation of this policy. These responsibilities include –

- Ensuring that all environmental policies and procedures are implemented
- Establishing measurable objectives and targets to ensure continued improvement aimed at the elimination of waste, pollution and environmental harm
- Encouraging consultation and co-operation between Management, employees and stakeholders in matters which may affect or impact on the environment
- Providing adequate resources to meet these environmental commitments

Workers also have responsibilities, which include –

- Following all environmental policies and procedures
- Recognising and reporting hazards which may affect the health and well-being of the environment

Nathan Cruickshank

**General Manager
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