

## **QUALITY POLICY**

### **1. Introduction, Purpose and Scope**

Aqua Cooler procures and supplies drinking water units and industrial chillers for businesses and the public. The products are manufactured by overseas companies and imported into Australia in compliance to the relevant Australian Standards.

### **2. Customer Commitment Statement**

Aqua Cooler is committed to providing exceptional drinking water and chiller products. To ensure product and customer satisfaction, Aqua Cooler management is committed to establishing and continually reviewing business objectives, which are implemented and monitored across all levels of the business and product management.

### **3. Quality Objectives Framework**

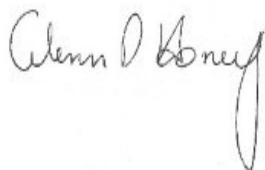
Aqua Cooler is continually seeking improvements in business practices and fostering exceptional customer relationships through strategic alliances with suppliers and OEMs. As a market leader, Aqua Cooler is committed to enhancing its performance and has adopted the principles of the ISO 9001 Quality Management System to provide a standardised framework for sustainable growth and process improvement.

Aqua Cooler has established a framework for developing business performance objectives and targets to ensure sustainability and growth. These objectives and targets are established and continually evaluated through:

- Leadership meetings
- Sales meetings
- Supplier evaluations
- Customer feedback

The Leadership team also provides effective oversight of the Quality Management System's performance and is responsible for establishing quality and business objectives.

*Glenn Honey - CEO*



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