

POLICY

QUALITY POLICY

Pumps United offer a full service approach to all our clients on every project we are a part of. Our primary objective is to develop and implement systems of work that provide customer satisfaction that not only meets but exceeds expectations. Pumps United deliver this in a proactive, professional and cost effective manner through the utilisation of the latest technical innovations and experienced personnel. Our goal is to assist our customers with effective water table management and groundwater control issues.



To achieve environmental sustainability, we will:

- Be fully engaged in the customer requirements to deliver results
- Ensure that we provide technical success through teamwork, flexibility and attention to detail
- Deliver quality services with an emphasis on meeting customer expectations
- Continually improve the quality and effectiveness of our management systems

Our commitment is to deliver completed projects to our clients that:

- Meet budget requirements
- Meet specified requirements
- Are completed on or before time

Pumps United's Senior Management Team is responsible for the effectiveness of our management systems, encompassing all professional services undertaken for our clients.

**Chief Executive Officer
Pumps United Pty Ltd**

01/09/2017