



HW HYGRADE WATER
INFRASTRUCTURE

Corporate Profile

“We are the supply partner of choice for Australia and New Zealand’s civil construction industry. **Specialising in water and infrastructure based solutions.**”

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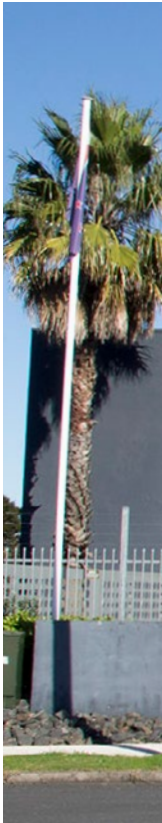
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HYNDS GROUP OF COMPANIES

Hygrade Water Infrastructure is part of the Hynds Group of Companies founded in 1973 by John and Léonie Hynds.

An Australasian manufacturing and supply business, Hynds specialise in products for water and water-based waste management, employing over 900 people within its New Zealand and Australian operations.



Hynds Group of Companies

Today, the Hynds Group of Companies are the supply partner of choice for Australia and New Zealand's civil construction industry, specialising in water and infrastructure based solutions.

John Hynds' early passion, innovation and tenacity shaped a business where people mattered and relationships were built on trust, with customers at the very foundation of the Hynds philosophy.

Care for people, long term respectful relationships and industry leading innovation continues to be at the heart of the business today.

The Hynds Group of Companies includes manufacturing plants in concrete, ferrous metal, polypropylene and polyethylene.

Hygrade Water in both New Zealand and Australia import and distribute world leading brands to the Civil Infrastructure Industry.



HYNDS
PIPE SYSTEMS

HW
HYGRADE WATER

HW
HYGRADE WATER
INFRASTRUCTURE

WF
WATERS & FARR

GILLIES
metaltech

interpipe



Introduction

Hygrade Water Infrastructure are Australia's premier supplier of products for water and water based waste management.

Distribution centres are based in Sydney, Brisbane and Melbourne supplying the nation with watermain products and pipeline solutions. Our innovative products are designed to European Standards and Certified for use in the various authorities within Australia.



Our Range

Hygrade Water Infrastructure's product range incorporates world renowned brands sourced from leading manufacturers worldwide. Specifically tailored for the Australian water and civil infrastructure Industry sectors, and specified to suit each state. The range includes a full complement of valves, pipe fittings, and related specialist products.

HYGRADE WATER

Hygrade Water Infrastructure is an Australian company privately owned by the Hynds Group of Companies.

With world leading exclusive agencies, Hygrade Waters' comprehensive range of products includes a full complement of valves, pipe fittings, & grates, and related specialist products for civil and municipal applications. The product range includes over 2000 fully certified watermain products specifically for the Australian water and civil infrastructure industry sectors.



Our Team

Hygrade Water Infrastructure's specialist team of experienced industry people are focused on supporting our national distribution network through excellence in service, and continually striving to provide innovative solutions to our customers.

Our technical experts provide Innovative design capabilities and leading edge product to suit the specific needs of each region throughout Australia.



Our Products

All products comply with relevant state, national or international standards.

- Many of the companies represented by Hygrade Water Infrastructure, operate on a global basis and are leaders in developing world best practise solutions and standards.
- Hygrade Water Infrastructure organises technical visits to Australian local authorities and consulting engineers to assist with product design and selection.

VALVES & HYDRANTS

A comprehensive range of valves for water supply, wastewater, and stormwater applications.

- Gate valves
- Hydrants
- Check/non-return/reflux valves
- Knifegate valves
- Butterfly valves
- Needle valves
- Air release valves
- Actuator and extension packages
- Penstock valves & Stopboards
- Ball valves
- Control valves
- Plug valves
- Sewer relief valves
- Strainers





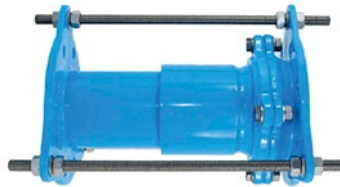
CORPORATE PROFILE | Pipe Fittings



PIPE FITTINGS

Pipe fittings and complete systems for applications in potable and wastewater pipelines, municipal treatment plants, irrigation, & industrial markets.

- PE Pipe couplings, tees, bends and reducers
- Metallic couplings - restraint / non-restraint
- Encapsulation collars for repair under pressure
- Flexible couplings
- Hot tapping saddles
- Seismic joints
- Restrained couplings and flange adaptors
- Low pressure waste water couplings





HAWLE

No Compromise on Quality

The Hawle Austria Group produces and distributes valves and fittings for water distribution all over the world. These products have been manufactured for generations and are used in urban water management from the source right through to the connection in the house.



About us

The pioneer Engelbert Hawle founded the company in Vöcklabruck, Austria, in 1948. His idea was to create a revolutionary pipe connection for drinking water pipelines. His workshop was modest but he made up for that with plenty of ideas and passion, always aiming to achieve customer-oriented solutions. With pioneering spirit and the ambition to keep developing his products further, Hawle reached ever greater milestones over the decades.

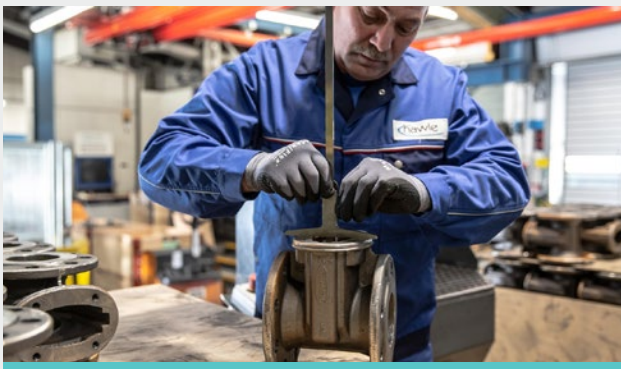
Drinking water is one of the most important resources in the world and has been a priority at Hawle for more than 70 years. Clean drinking water means life, and with life comes certain obligations. This is why Hawle is creating the most secure connections in the global drinking water supply.

Today, Hawle is the leading company for quality in heavy-duty valves. A 10 year warranty with each valve provides peace of mind. Design life of 100 years, tested and certified by an independent institute.

The Group

The Group is now a global player and has remained in family control since the beginning. Hawle always keeps the future in mind and has an international vision, striving to develop the company in a sustainable and positive way.







Introduction

Part of the Hawle group, ÖZKAN are based in Turkey and are manufacturers of high performance valves for the three waters infrastructure including pipelines, pump stations, distribution, and irrigation.

ÖZKAN specialises in butterfly valves, needle valves, check valves, dismantling joints, air release valves, and speciality control valves to meet project needs from 200mm to 3000mm diameter.

Quality has been the main principle of ÖZKAN since its foundation. Product range, experience, project based custom production, and on-time delivery performance are the features that make ÖZKAN preferable.





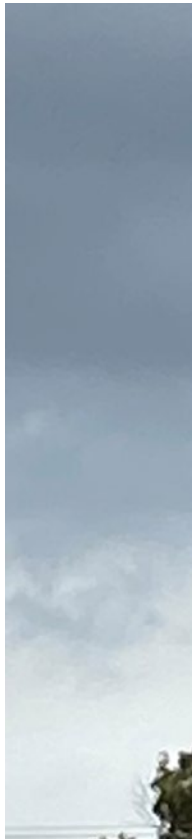
ÖZKAN

ÖZKAN was founded in 1983 and has been a member of the Hawle Austria Group since 2011.



NOVA SIRIA

NOVA SIRIA is part of the Hawle Austria Group and has more than 85 years of experience as a leading manufacturer in large size and tailor-made fittings.



About us

Based in Italy, Nova Siria export to more than 40 countries all over the world to the civil and rural markets.

Nova Siria specialise in design and manufacture of pipeline couplings for performance beyond normal expectations.

Through design excellence, 3D modelling and FEA, Nova Siria produce robust solutions for live pipeline repair, hot tapping and self restraining couplings.

With tolerance up to 50mm, pressure testing up to 100bar and sizes up to 2500mm - Nova Siria is a true solutions supplier.



Standards

Nova Siria has ISO 9001:2015 certification and uses approved materials in the manufacturing of its products such as Rilsan Nylon 11 coating.

The very high quality standards of mechanical manufacturing processes, the final inspection, and the use of technologically advanced materials ensure the highest reliability of NOVA SIRIA's products in the hardest conditions of installation.

Nova Siria fittings provide connections for:

- The water industry
- The gas distribution industry
- The sewage industry
- Marine applications – discharges, effluents
- Petrochemical industry
- Hydroelectric plants
- Industrial applications, plant maintenance

SINGER

Since 1957, their pilot operated diaphragm control valves have been installed on virtually every continent around the world. Many of Singer’s innovative products are ones that have been born out of our inherent desire to solve an application challenge.



SINGER®

a **MUELLER** brand



About us

Singer designs and manufactures automatic control valves for the global water industry. Since 1957, their pilot operated diaphragm control valves have been installed on virtually every continent around the world. Whether it is water loss management in Southeast Asia, water conservation concerns in Saudi Arabia or urban distribution demands in the United States, Singer provide water management solutions to governments, cities, companies and contractors around the world.

Many of Singer’s innovative products are ones that have been born out of our inherent desire to solve an application challenge. Presented with a problem, Singer’s team of electronic, instrumentation and control valve specialists are relentless in their research and design until they find a solution. Innovative products include:

- Our anti-cavitation cage
- Our hydraulically controlled flow modulation valve
- Our reducing valve with integral, secondary back-up system
- Our single rolling diaphragm technology
- Our self-flushing PRV pilot for dirty water
- Our specialty pilots and options that solve the most difficult applications



Mechanical



Electronic



PRATT

Pratt Industrial® specializes in the design, engineering, and worldwide distribution of technologically advanced, industrial-use valves and actuators.

PRATT®

a **MUELLER** brand

About us

Henry Pratt Company's involvement in Pratt Industrial combines the innovative resources of a century old company with the know-how of experts in industrial valve markets.

Pratt Industrial offers solutions that optimize manufacturing processes by engineering high-performance valves for all industrial applications. Centrally located in Emporia, Kansas, Pratt Industrial has over 35,000 sq. feet of manufacturing and warehouse space, including a full-service machine shop for custom assemblies. Based on customers' specific needs, Pratt Industrial's knowledgeable and experienced staff of engineers and representatives can help to increase manufacturing productivity and efficiency by providing the right valve for the application.



A TEC

Based in Heidenheim, Germany.
Founded in 2001 ATEC develop,
produce and sell penstocks
and stopboards for water and
wastewater.



About us

ATEC GmbH is based in Heidenheim, Germany. Founded in 2001 ATEC develop, produce and sell penstocks, sluice gates and valves for wastewater, water and flood protection applications. Thanks to our well-proven and tested modular product design, ATEC can combine almost any penstocks with all operating gears. Customised solutions can be designed by ATEC's expert team.

- Wide range of materials from steel to super duplex
- Own facility for pressure testing of penstocks up to DN 2800
- Precision through 3D planning & laser cutting
- Certified to ISO 9001:2015 & DIN 1090 EXC2
- Member of the German Water Partnership Organization





About us

In 1988 Mats Persson, a civil engineer, discovered a need that could not be solved with traditional products. He invented WaBack, a non-return chamber for sewer and stormwater.

Wapro AB was established later the same year to invent further products that provided the best possible protection against flooding, odour and backflow in stormwater and sewer systems.

Following the success of WaBack, Mats went on to invent WaStop, an inline check valve to prevent flooding in stormwater and sewer systems. A third product, WaReg, quickly followed and was designed to autonomously regulate stormwater and to round-off the product portfolio.

Located in Sweden, USA and Germany, Wapro invents, innovates, manufactures, tests, promotes and sells products to 49 Countries.

WAPRO

Based in Sweden Wapro has become the market leader in high quality protection against flooding, odour control and backflow through innovation and overwhelming desire to exceed expectations.



With more than 55,000 installations worldwide, Wapro is ISO certified with ISO9001 and ISO14001, and has a robust environmental policy to minimise their environmental footprint.

Wastop®

WaStop® protects people and property from flooding. Replace failing tide gates and duckbills with a WaStop® inline check valve for instant protection.

WaStop's ingenious function provides you with the best possible protection against flooding, odor control and backflow.

A wide size range makes it available to fit most types of pipes from NPS 3" to NPS 72" and it is also available in an Access chamber for easy access from ground level.

Working on differential pressure the WaStop® functions autonomously, without human interaction, without electricity and without constant maintenance.



HYNDS

SMARTERWATER



About us

Smart technology built into the infrastructure system of cities – is the way of the future!

The traditional way of managing a city's water system often presents issues like flooding, and sewer overflow – resulting in degradation of water quality and significant health risks to the end user.

Smart technology delivers near real time data to asset owners through a virtual network of sensors showing the location and performance of each relevant asset on their infrastructure grid. Instead of being reactive, asset owners (city, district or regional council) can become predictive, anticipate potential failures before they occur, and take evasive action. This significantly reduces the chance of flooding, overflow and other failures.



HYNDS SMARTERWATER®

Hynds Smarterwater® devices are designed and built for asset management of three waters infrastructure.

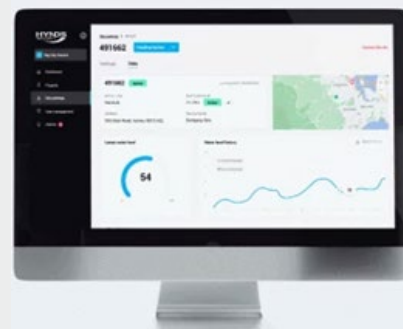
Our devices can effectively reduce health and safety risks, and avoid confined space entry for operators as well as provide water quality data, all delivered through IoT connectivity.



Smarter Manhole Sensor System

The Hynds Smarter WW Manhole Sensor Ex allows for data to be collected through a sensor that is secured to the bottom of the cast iron/ductile iron access cover.

Hynds Smarterwater® own designed and manufactured smart Manhole Sensor Systems and Hynds Aquanect Software provide the perfect platform for gravity stormwater and wastewater network management, combining IoT systems with cloud-based processing. Applications from capacity optimisation to flood prevention, infiltration and inflow management, and combined system overflow monitoring, the Smarter Manhole Sensor System is both a near real time management and a network performance management package.



GILLIES METALTECH

Gillies Metaltech is New Zealand’s only manufacturer of cast ferrous metal fittings and valve systems.

Originally established on its present site at Oamaru in 1924, Gillies Metaltech has a well established reputation for designing and manufacturing quality cast metal watermain products, and special purpose pumps. Gillies manufactures in both cast iron and ductile iron.



Quality Standards

Gillies Metaltech has third party “S-Mark” certification for full range of ductile iron watermain fittings manufactured to AS/NZS2280, and is New Zealand’s only manufacturer of NZS4522 Fire Hydrants. Gillies is externally audited to the ISO9001 Quality Management System.



Design Service

Combining traditional pattern making with new technology, Gillies team of engineers utilise the latest software for 3D modelling and stress analysis in product development and innovation.



Expertise

In addition to the standard range of product, Gillies are able to custom design one off ‘specials’ that comply with the specified standard AS/NZS 2280. The foundry and engineering operations specialise in short run unique demand for waterwork and other industrial applications.



Laboratory Testing

Gillies registered on-site testing laboratory is utilised to batch test and control all certified product.

While conducting compliance testing for the new NZS 4522 Fire Hydrant, over one million litres of water was used.



Product & Service Range

- Ferrous metal casting capabilities
- Fabrication of large bore steel irrigation fittings
- Fabrication of irrigation fittings using glass reinforced polymer
- Manufacture of NZS4522 Fire Hydrants
- Unlimited capacity for heavy machining and structural engineering
- Design, innovation, research and development



Coating Process

Gillies Metaltech fittings and valves are coated in accordance with AS/NZS4158 using a purpose built 'fluidised bed' process.

The coating medium used offers long term durability and protection to extend the life of the product.

VALVES & HYDRANTS



- Gate & air valves
- Check valves
- NZS4522 Hydrant
- Ball valves



- Gate and sluice valves
- Air release valves



- Butterfly valves
- Check valves
- Needle valves
- Air release valves

PRATT[®]

a MUELLER brand

- Plug valves

SINGER[®]

a MUELLER brand

- Control valves
- Sewer relief valves
- Strainers

WAPRO[®]

- WaStop non-return valves for stormwater & wastewater
- WaReg flow regulator for constant stormwater flow rates.

 **ATEC**

- Penstocks
- Stopboards

PIPE FITTINGS



- Ductile iron pipe fittings
- Custom ductile iron pipe fittings



- PE specific mechanical couplers
- Mechanical couplers for all pipe materials
- Flange adaptors
- Hot tapping pipe saddles
- Restrained couplings



- Custom designed pipe jointing & repair systems
- High pressure pipe couplers
- Hot tapping Saddles
- Restrained couplings
- Flange adaptors
- Low pressure wastewater couplings
- Encapsulation couplings
- Metallic couplings



- Flexible expansion joints
- Seismic joints

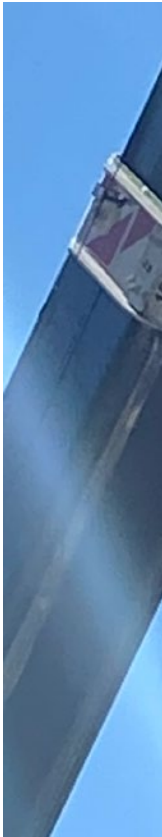


- Dismantling joints

PERFECT SOLUTIONS

World leading innovative and high performance product ensures Hygrade Water Infrastructure can provide a complete watermain package for projects of any scale.

The top quality and robustness of our range, delivers reliable and long life asset management - critical to pipeline integrity.



A TRICKY SITUATION

Nova Siria Duofit Encapsulation Collar. Nova Siria 900mm Duofit installation last week on a steel main with leaking joint. Able to repair the leaking collar without any disruption to the network and also provided a significant cost savings on their traditional repair methodology. Difficult install with limited space between a pipe support and 30 degree bend along with no access for heavy equipment.





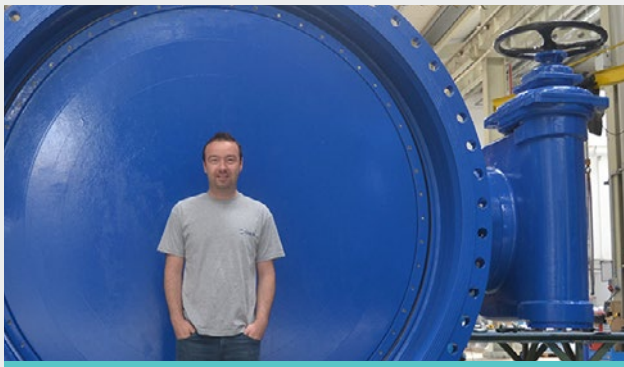
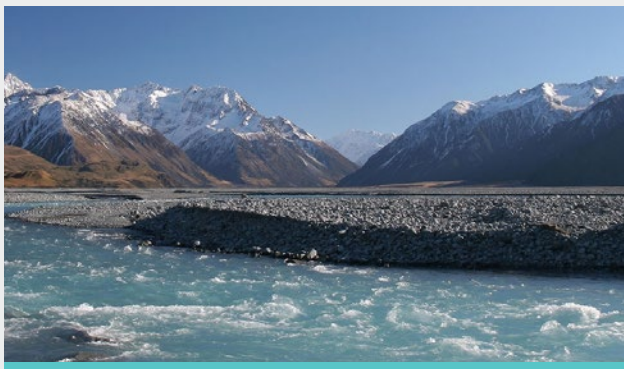
800MM LANDERS SHUTE NEEDLE VALVE

Hygrade Water successfully supplied and commissioned an 800mm Ozkan Needle Valve with slotter cylinder and rotork actuator, to the Landers Shute Water Treatment Plant. This is one of Brisbane's larger water treatment plant that supplies the northern region, and it is connected to the NPI.

The raw water flow into the Lander Shute WTP is via a combination Hydroelectric Plant and the Ozkan Needle Valve, designed to accommodate a low flow rate when being used in conjunction with the main feed – to increase capacity. Additionally, when the main feed is offline it can accommodate the full capacity at 1830 l/sec. Prior to installation the valve was pressure tested and stroked with all parameters for the actuator set.

The plant was taken offline, and a shutdown arranged enabling the contractor to complete the entire valve replacement works in 16 hours.

Installation was difficult, requiring the 2 tonne valve to be lifted over a building and downwards to a ground pit below. Installation was carried out within the 16 hour window and the plant successfully back on line.



Largest Butterfly Valves

The largest Butterfly Valves ever exported to New Zealand are installed in the irrigation project in the Central Plains of Canterbury. Imported from Ozkan the 2500mm Butterfly valves, were part of a wider pipeline valve order.

Product needed to be on site months before installation to allow for programming time variations. In addition to this, the 2500mm and 2400mm valve were too large to fit in containers so had to be transported on double flat rack, open shipping container platforms. This also meant top stow on the container ship, protected only by the packaging provided by Ozkan.

To facilitate this, all the valves were hermetically sealed in foil packaging, then packed into their shipping crates. This prevented any salt water or spray contact while being sea freight shipped from Turkey to Christchurch. It also provided additional protection for the valves while they waited for installation.

All products delivered on time, in tack and perfect condition.



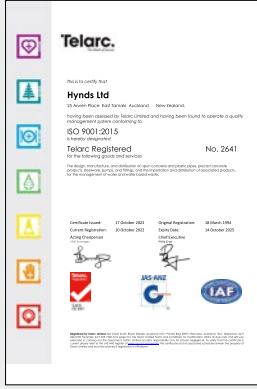
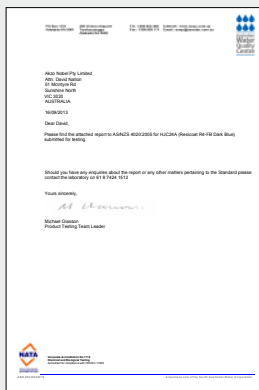
An extensive O&M manual was provided to assist the client with everything they needed for Valve maintenance. From how to stand the valves up, to care and maintenance.

This is the table of main valves supplied.

Tag number	Size	Flange Type	Total Qty
17.01	DN2500	EN1092 PN10	2
17.02	DN2400	EN1092 PN10	1
17.03	DN2200		2
17.04	DN2000		1
17.08	DN1200	AS4087 B5 PN16	6
17.1	DN1000		1
17.13	DN700		1
17.14	DN600		3
17.16	DN500		2
17.18	DN400		1

CERTIFICATIONS

Hygrade Water Infrastructure's range of product is manufactured and tested under the controlled conditions and documented procedures of ISO 9001, to meet the performance requirements stipulated in the relevant Australia/New Zealand Standard Description AS/NZS 2638.2:2011. All products are also WSSA appraised and accepted by most authorities under this certification. If you would like further information on Hygrade Water Australia certificates, licenses and certificates of conformity please contact your local branch.





AUSTRALIA/NEW ZEALAND STANDARD	DESCRIPTION
AS/NZS 2638.2:2011	StandardsMark License Gate valves for waterworks purposes - resilient seated
AS/NZS 2638.2:2011 AS 2638.2:2006	WaterMark Certificate of Conformity - Level 1 Gate valves for waterworks purposes - resilient seated
AS 4794:2001	StandardsMark License Non-return valves - swing check and tilting disc
AS 4794:2001	WaterMark Certificate of Conformity - Level 1 Non-return valves - swing check and tilting disc
NZS 4522:2010	StandardsMark License Underground fire hydrants
AS 3952:2002	StandardsMark License Water supply - DN80 spring hydrants valve for general purposes
AS 4795.2:2011	StandardsMark License Butterfly valves for waterworks purposes - double flanged
AS/NZS 4998:2009	StandardsMark License Bolted unrestrained mechanical couplings for waterworks purposes
AS/NZS 4793:2009	StandardsMark License Mechanical tapping bands for waterworks purposes
AS 4181:1999	StandardsMark License Stainless Steel Clamps for waterworks purposes
AS/NZS 4129:2008	StandardsMark License Fittings for polyethylene pipes for pressure applications
AS/NZS 2280:2014	StandardsMark License Ductile Iron pipes and fittings

CORPORATE PROFILE | Branch Teams



HW HYGRADE WATER

Safety Golden Rules

SAFE PEOPLE, PLACES & PRACTICES

- Do not walk or work under loads
- Never work under the influence of drugs or alcohol
- Do not operate equipment without guards & safety devices
- Protect yourself when working at height
- Remain clear of exclusion zones
- You must be trained and licensed to operate moving plant or equipment
- Ensure all loads are stable and appropriately restrained
- Energy sources must be isolated, locked, tagged and tested before working on them.

V3 January 2024

HW HYGRADE WATER

Health & Safety Policy

Kaupapahere Marutau

Our Vision - Ko te Whāinga

- We all head home safe and well, at the end of each day.

We Believe - Ngā Mātāpono

- Strong, authentic safety leadership is the foundation for our success.
- All injuries and occupational illnesses are preventable.
- All risks can be managed to as low as is reasonably practicable.
- Strong culture, which reflects trust and respect within our teams, provides a safe and healthy environment for all.
- We are all responsible for safety and wellbeing by making sure our actions or inactions do not place us or anyone else in harm's way.

We will achieve this by - Ngā Tikanga

- Complying with all relevant Health & Safety legislation, guidelines and organisational policies.
- Understanding and always abiding by our Life Saving Rules and Choices.
- Ensuring frontline leaders are competent and accountable for health and safety.
- Setting objectives and targets which prioritise controls for eliminating and managing risk whilst maintaining continuous improvement.
- Accurately reporting and recording all incidents, ensuring investigations identify root causes, and ensuring accountability for corrective actions.
- Invoking and engaging our people at all levels in the organisation so that we get the best health and safety practices.
- Encouraging an open, honest and transparent reporting culture where all team members participate in reporting incidents and health and safety events.
- Providing the necessary resources and training to make sure we have safe and healthy ways to get the job done.
- Promoting and supporting the health and welfare of our people through resourcing health and wellbeing initiatives.
- Actively managing the safe return to work of our employees dealing with an injury or illness.
- Recognising and celebrating great health and safety performance.

Andrew Moss *Karl Brentnall*
ANDREW MOSS CHIEF EXECUTIVE OFFICER KARL BRENTNALL GENERAL MANAGER

V3 1 January 2024
HS-CORP1P Health & Safety Policy Review Date: January 2024

HW HYGRADE WATER

Environmental Policy

Kaupapahere Taiao

Our Vision - Ko te Whāinga

- It is our responsibility to reduce our environmental impact.

We Believe - Ngā Mātāpono

- Reducing the impact on the environment is the right thing to do and an important part of being a responsible business.
- A constructive partnership with public, industry and regulatory bodies will help reduce our environmental impact.
- The future of our industry depends on us reducing our environmental footprint and becoming more efficient.
- Our people value a business that is both an innovator and champion for the environment.

We will achieve this by - Ngā Tikanga

- Ensuring that we are always compliant with relevant environmental legislation, guidelines and organisational policies.
- Measuring environmental inputs and outputs to track and review performance.
- Engaging with our supply partners to help them meet our expectations.
- Maintaining an effective environmental management system which includes identification and evaluation of the environmental risks and opportunities associated with our business activities.
- Setting objectives and targets on a risk-based approach that prioritises management of critical environmental risks.
- Continuous improvement of environmental performance and risk management.
- Supporting training programmes that build environmental knowledge and improve environmental work practices.
- Recognising and celebrating great environmental performance.

Andrew Moss *Karl Brentnall*
ANDREW MOSS CHIEF EXECUTIVE OFFICER KARL BRENTNALL GENERAL MANAGER

V3 1 January 2024
EV-CORP1P Environmental Policy Review Date: January 2024

HW HYGRADE WATER

Sustainability Policy

Kaupapahere Toitūtanga

Our Vision - Ko te Whāinga

- Reducing our footprint on 'The Planet' whilst maximising our handprint on the environment and our communities through 'Our Products' and 'Our People'.

We Believe - Ngā Mātāpono

- We all have a responsibility and a part to play in Aotearoa's low carbon future.
- Sustainable practices and decisions must be embedded in the way we work.
- Being a visible leader in the management of our three waters and an advocate of Te Mana o Te Wai will encourage our communities to do the same.
- Actively decreasing the carbon footprint of our products will have a positive impact on our changing environment.
- We need to engage with our local communities and stakeholders to understand their sustainability needs.
- Our people matter and we should be investing in our shared future together.

We will achieve this by - Ngā Tikanga

- Measuring our carbon footprint and committing to reduce our Scope 1 and 2 carbon emissions.
- Engaging with our supply partners to adopt sustainability policies that meet the needs of our communities.
- Reducing our disposal of waste to landfill through recovery, reuse, and manufacturing efficiencies.
- Accurately measuring and reporting the carbon footprint of our products.
- Offering innovative, practical solutions to our customers that meet their sustainability needs.
- Supporting industry education on sustainable construction practices, design principles and measures.
- Investing in our communities by funding and volunteering with local charitable organisations.
- Partnering with market, industry, supplier, and regulatory bodies to support and enhance our collective sustainability journey.

Andrew Moss *Karl Brentnall*
ANDREW MOSS CHIEF EXECUTIVE OFFICER KARL BRENTNALL GENERAL MANAGER

V3 1 January 2024
S2-CORP1P Sustainability Policy Review Date: January 2024

HW HYGRADE WATER

Quality Policy

Kaupapahere Kounga

Our Vision - Ko te Whāinga

- To deliver the highest quality, value, and service to our customers.

We Believe - Ngā Mātāpono

- A customer-led approach will be the foundation to our success.
- Trust of our brand depends wholly on the quality and reliability of our processes, products, and services.
- Leadership and engagement of our people will drive a quality mindset.
- Our people value a business that stands for excellence and getting it right first time.
- We all have a role to play in delivering quality products, service, and experiences to our stakeholders.

We will achieve this by - Ngā Tikanga

- Understanding, valuing, and delivering standards of service and quality that meet our customers' needs and expectations by building long-term strategic relationships.
- Developing robust internal systems to meet business, industry, and regulatory requirements.
- Ensuring products are designed, developed, manufactured, and supplied meeting all relevant business, client, regulatory and legal requirements.
- Integrating quality into all roles, responsibilities, and business processes.
- Monitoring and analysing feedback and performance to drive innovation and continuous improvement.
- Fostering clear, open, honest, and quality communication between our people, teams, customers, suppliers, and the public.
- Considering the needs of all stakeholders including our team members, customers, owners, suppliers, local communities, and society.
- Benchmarking against industry standards whilst always looking for innovations and improvements globally.
- Providing training, support, and resources to ensure our people reach their full potential.

Andrew Moss *Karl Brentnall*
ANDREW MOSS CHIEF EXECUTIVE OFFICER KARL BRENTNALL GENERAL MANAGER

V3 1 January 2024
Q2-CORP1P Quality Policy Review Date: January 2024

CORPORATE PROFILE | _____



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