

QUALITY POLICY STATEMENT



Issue: 2

Date: 21.01.10

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East Coast Steam Pty Ltd is involved in the design, manufacture, sales, installation, refurbishment and servicing of boilers, pressure vessels and related equipment for various industries including laundries, hospitals and feed lots.

East Coast Steam Pty Ltd owns the trademark brand **Thermotech Industrial Boilers**, used for marketing and branding boilers it designs, manufactures and sells.

Our activities include:

- Steel cutting and rolling
- Vessel welding
- Tube welding
- Weld testing
- Hydrostatic testing
- Pressure testing
- Surface coating
- Fitting pumps, burners, electrical panels, drains and valves
- System testing
- System installation
- System refurbishment
- On site system maintenance.

Our Management System is based on the International quality management standard AS/NZS ISO 9001:2008 and addresses the following needs:

- Availability of information and resources necessary to support our operations
- Understanding the needs of our industry and our clients
- Managing the design process and outsourcing design engineering
- Selection and training of staff to maintain required standards
- Purchasing of materials and procurement of subcontract services
- Quality inspection and testing practices
- Compliance with relevant regulations and standards
- Commitment to health and safety management
- Control of waste and regard for the environment
- Monitoring our clients' level of satisfaction after completion of work
- Business improvement through planning, goal setting and performance measurement
- Maintaining system suitability and effectiveness through continual improvement.

This statement is issued to indicate our commitment to our product, our clients and our standards of service. The full support of our employees, suppliers and subcontractors is sought in meeting our commitment.

Greg Bilson
Director
East Coast Steam Pty Ltd

Nick Mazzeo
Director
East Coast Steam Pty Ltd

John B Taylor
Director
East Coast Steam Pty Ltd

Date: