



HY-LOK OCEANIA PTY LTD

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Quality Policy

At Hy-Lok Oceania, Quality is an integral part of our Corporate Business Principles. Our company strives to achieve sustainable growth through consistently satisfying the diverse needs and expectations of our clients. Hy-Lok Oceania is committed to the effective implementation of the Quality Management System (QMS) in compliance with ISO 9001 Standard.

To achieve this objective, we will:

- Provide services that meet or exceed the standards prescribed in relevant agreements, contracts, codes and statutory obligations.
- Deliver added value to our clients by identifying, monitoring and responding to their needs, expectations and levels of satisfaction.
- Set measurable targets and seek to continually improve the delivery of our services.
- Continually review and improve the effectiveness of the Management System.
- In providing quality services, we will embrace new ideas, technology and innovation. We will strive for continuous improvement, setting new benchmarks to maintain our strong reputation within the industry.
- Deliver our projects on time, on budget, and meet or exceed client expectations.
- Ensure our suppliers, contractors and visitors operate in accordance with this policy.

Vince Chan

Chief Executive Officer