



## QUALITY POLICY

Australian Plate Heat Exchanger Services (APHES) specializes in the servicing and maintenance of various types of heat exchangers, including:

- Plate heat exchangers
- Printed circuit heat exchanger (PCHE) units
- Freshwater generators
- Shell & tube heat exchangers
- Condensers, evaporators, and boilers
- Fin tube coolers and charge air coolers

Our services include inspection, cleaning, dye checking, re-gasketing, assembly, pressure testing, and chemical cleaning of these units.

### Our Commitment to Quality

At APHES, our primary objective is to deliver expert services that meet **contractual, regulatory, and industry requirements** while ensuring projects are completed **on time, within budget, and to specification**.

We maintain a **Quality, Safety & Environmental (QSE) Management System** that aligns with **ISO 9001:2015**, ensuring continuous improvement and customer satisfaction.

The QSE Management System is:

- **Effectively communicated** to all employees, contractors, and relevant stakeholders.
- **Regularly reviewed and improved** to meet evolving business needs and industry standards.
- **Integrated into our operations** to maintain consistency, efficiency, and excellence.

### Our Quality Commitments

To uphold our high standards, APHES will:

- **Set & Review Quality Objectives** – Establish measurable targets to drive continuous improvement in quality and service performance.
- **Encourage Employee Contribution** – Provide opportunities for all personnel to contribute to the ongoing improvement of our QSE Management System.
- **Ensure Accountability** – Hold all employees and contractors responsible for complying with quality requirements.
- **Understand & Adapt to Customer Needs** – Continuously assess current and future customer expectations to exceed their requirements.
- **Drive Innovation & Efficiency** – Foster growth through new technologies, process improvements, and operational efficiency.
- **Maintain Consistency & Compliance** – Conduct business in a structured, effective, and compliant manner following QSE Management System processes.

### Policy Visibility & Review

This policy will be:

- **Displayed prominently** in the workplace.
- **Made available to employees, clients, and other interested parties.**
- **Reviewed periodically** to ensure its ongoing relevance and effectiveness.