

Quality Policy

Convergent Water Controls specialises in the supply of electronic controllers, chemical dosing pumps and integrated dosing systems to clients throughout Australia.

Our staff are highly-experienced, many who carry a minimum of 10 years industry experience.

The key principles underpinning our policy are:

- Individual acceptance of personal accountability and responsibility for consistently delivering agreed services
- Making every effort to follow all agreed customer requirements and all statutory and regulatory requirements related to the service being offered
- Continual monitoring and reporting of all agreed service quality and performance indicators
- Recognition of individuals who demonstrate excellence or innovation in service delivery

We maintain and continuously improve a Management System that complies with the requirements of ISO 9001:2015.

Our quality objectives are to:

- Consistently and efficiently deliver services to our customers that comply with their specifications and relevant standards
- Resolve customer, employee and supplier queries promptly and in a courteous manner
- Give our customers the utmost confidence in our products/services and ability to meet their needs

To achieve these objectives, we shall act to:

- Ensure high levels of management and staff involvement in all operational aspects
- Continuously engage all stakeholders in meaningful consultation and communication
- Measure our performance and use this information for the continual improvement of our services and Management System
- Monitor & manage potential climate change impacts to quality

Convergent Water Controls' quality policy is applicable to our Directors, employees, contractors and to any person or organisation that represents us as well as suppliers in the conduct of their activities for an on our behalf. This policy together with the measurable objectives and targets will be reviewed on an annual basis to ensure that it remains relevant and suitable to the operations.

21-11-2025

Date

WHS Policy

Convergent Water Controls specialises in the supply of electronic controllers, chemical dosing pumps and integrated dosing systems to clients throughout Australia.

The Health and Safety of those who work either directly or indirectly for Convergent Water Controls is of the utmost importance to Senior Management and it is our ultimate goal to continually improve Work, Health and Safety (WHS) performance within the business.

In order to achieve this, the following objectives have been established:

- Setting measurable objectives and targets which will be monitored to ensure continual improvement
- Complying with all WHS legislation and other requirements which are relevant to Convergent Water Controls
- Hazard minimisation through risk assessment and controls
- Communicating this policy to all existing employees and to new employees when they commence with Convergent Water Controls
- Involving our workers in the decision making processes through structured and informal communication, consultation and learning
- Making our commitment to Health and Safety visible to all interested parties
- Maintaining a Management System which meets the requirements of AS/NZS ISO 45001:2018
- Monitor & manage potential climate change impacts to health & safety

This policy together with the measurable objectives and targets will be reviewed on an annual basis to ensure that it remains relevant and suitable to the operations of Convergent Water Controls.

21-11-2025

Date

Environmental Policy

Convergent Water Controls specialises in the supply of electronic controllers, chemical dosing pumps and integrated dosing systems to clients throughout Australia.

Convergent Water Controls is committed to reducing the negative impact of its operations on the environment. We acknowledge that we can minimise the negative impact on the environment in small ways as well as be a role model for responsible and sustainable environmental behaviour of our staff and suppliers.

The key principles and actions underpinning our policy are:

- Take environmental issues seriously at a Senior Management Level
- Consulting with employees and suppliers to ensure that environmental impacts at the workplace and on sites we may visit are understood and addressed effectively

We maintain and continuously improve a Management System that complies with the requirements of ISO 14001:2015 and all environmental legislation and other requirements which are relevant to Convergent Water Controls.

Our environmental objectives are to:

- Minimise environmental impact to land, water, air, flora and fauna
- Prevention of pollution, protect the environment, preserve natural resources and conserve all heritages

To achieve these objectives, we shall act to:

- Ensure high levels of management and staff involvement in achieving stated objectives
- Continuously engage all stakeholders in meaningful consultation and communication
- Use suppliers, wherever possible, who have similar environmental objectives as ourselves and give preference to environmentally friendly products and equipment
- Always weigh the environmental benefits of a product equally with its price and safety benefits
- Measure our performance and use this information for the continual improvement of our services and Management System

Convergent Water Controls' environmental policy is applicable to our Directors and employees. It expresses our ongoing commitment to understand, abide by and regularly review these key principles and actions.

20-12-2022

Date