

GANDEN Pty Ltd is committed to upholding the principles and practices of all requirements set out within the AS/NZS ISO 9001:2016 Quality Management System standard. GANDEN has developed an Integrated Management System (IMS) which outlines the scope of the certification to include all activities relating to the company, including, but not limited to the design, procurement, commissioning, operation, maintenance and project management of water and wastewater assets.

GANDEN Pty Ltd operates on a philosophy of openness in communication, integrity in serving our customers, fairness and concern for our employees and responsibility to the communities within which we operate. Our vision is to exceed customer expectations for quality, safety, sustainability, cost, delivery and value. We are committed to complying with and continually improving the effectiveness of the IMS to achieve our quality objectives - built upon the following principles:

CUSTOMER

Customer needs are paramount and represent the highest priority within our business. We proactively seek out and define customer needs while addressing all requests expeditiously without creating false expectations.

COMMUNITY AND THE ENVIRONMENT

GANDEN is committed to supporting the communities within which we operate. We believe in the practice of social responsibility and encourage similar behavior in our employees and suppliers. We support the conservation of the physical environment and the prevention of pollution. We proactively comply with all applicable health, safety, environmental, legal and regulatory requirements to which we subscribe.

PEOPLE

GANDEN is committed to equality in employment opportunity and rewards, embracing wholeheartedly the cultural diversity within the communities we call home. Our employees' welfare and interests are foremost throughout all aspects of our business and how we conduct our affairs. GANDEN is committed to:

- Creating and nurturing an environment of success based on honesty and integrity
- Equitable sharing in the success of the company
- Empowerment through training and communication
- Individual growth and equal opportunity
- Designing and providing a safe and secure work environment

QUALITY

Beginning with a clear definition of customer expectations, we strive to consistently meet or exceed them. We adhere to all applicable standards and customer specific requirements and endeavor to provide processes that ensure we achieve this in order to build a robust and world-class business.

BUSINESS PROCESS

We establish and employ metrics that are used to measure our performance against core objectives that cover operational parameters such as health and safety, quality, the environment and customer satisfaction. We are committed to the continual improvement of our Quality Management System's effectiveness and efficiency by monitoring our performance and implementing corrective and preventive actions.

This policy is communicated to all personnel, is available from our website and displayed in our corporate offices.



Darron Nutt
Managing Director
GANDEN Pty Ltd
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POL03	4.0	Frederick Wecker	Darron Nutt	15/09/2025