

- A. At Coregas we believe that it is an important part of our business to provide quality products and excellent service which continuously meet the needs of our customers.
- B. At Coregas we believe that all company employees must strive to fulfil and / or exceed customer expectations.
- C. At Coregas we believe that we have a responsibility to help customers to maximise the value of their gas purchases through proper advice and service.

Above commitments will be achieved via the following means:

- D. The maintenance of adequate quality related licences, e.g. for an AS/NZS ISO 9001:2008 compliant Quality Management System (QMS), for the Manufacture of Medicinal Gases at various branches (from the TGA) and for NATA accreditations (Sydney SG2 only).
- E. The development and periodic review of Quality Objectives (QOs), led by the General Manager (GM) and his / her Senior Leadership Team (SLT) to monitor progress, to verify continuing QMS / QO suitability and to identify opportunities for further improvements.
- F. The communication of QOs and the outcomes of Quality Management System Reviews (QMSRs) throughout the company.
- G. The acceptance by the Coregas Leadership Team (LT), that compliance with and the enforcement of the company QMS, as well as their commitment to achieve the QOs stipulated, are one of their key responsibilities.
- H. The commitment of the Company to a Continuous Improvement process, led by the SLT & LT and involving all company personnel, as to focus on product quality and excellent customer service.
- I. The awareness of employees regarding the impact of their activities on quality and their acceptance of personal responsibility for achieving their QOs.
- J. The application of design and operation controls for all Company branches and sites, as to achieve a minimisation of any adverse effects on product supply and / or product quality / efficacy.
- K. The application of proper selection controls for contractors and business partners, based on their quality performance and their commitment to the Company's QOs.
- L. The provision of relevant product information to all customers (e.g. for the safe transport, handling & storage of products, as well as sound technical advice based on a customer's specific application of products).



Alan Watkins  
Executive General Manager

