

Quality Policy

Hydrotech Engineering is part of the GRADIANT Group and is a solutions provider and developer of cleantech water projects and wastewater treatment, with focus on water reuse, industrial water, resource recovery, and zero liquid discharge. Hydrotech Engineering's end-to-end solutions and technology expertise enable sustainable and cost-effective treatment.

Hydrotech Engineering is committed to excellence in all its operations and enhance water management, reduce, reclaim and renew water.

Furthermore, Hydrotech Engineering is committed to excellence in quality management across all its activities.

The main commitments include:

- Being a different kind of water company by delivering high-quality services, products, and performance to elevate water.
- Consistently exceeding customer expectations and enhancing satisfaction through timely completion of projects and complying with applicable standards.
- Delivering excellence through cost efficiency, sustainability, and profitability, ensuring long-term value for stakeholders.
- Nurturing a culture of business excellence by leveraging innovation, technology, teamwork, and continual improvement to achieve its objectives.
- Identifying and mitigating risks associated with business operations, processes, products, and services.
- Improving employee morale and motivation by providing learning opportunities, awareness programs, training, and competency development.
- Ensuring compliance with quality assurance procedures is collective responsibility of all employees.
- Reviewing and continuously improving its quality management system.

Today's market imposes on the organization a continuous and careful analysis of reality in order to identify the new prospects for delivery of products and services. In This phase of change the success of Hydrotech Engineering is possible only if the whole organization is oriented, through its own activity, to satisfy the expressed and unexpressed needs of the customers and if it will be able to put in the field strategies and Initiatives able to respond adequately to them.

From the conviction that it is possible to significantly improve the processes of product delivery and customer service, also obtaining an optimization of the efficiency of the structure, the need to design a management system for the Quality has come about, whose objectives are:

- Orientation to customer satisfaction;
- Compliance of applicable requirements;
- Adoption of the philosophy of continuous improvement;
- Maintenance of a Quality Management System based on the requirements of standard UNI EN ISO 9001:2015.

The achievement of these objectives is measured by indices of a predominantly quantitative nature and by the analysis of internal/external non-conformities and customer complaints.

The director of the management system has the authority to establish, plan and coordinate the business quality program, to carry out the necessary verifications on its application and conformity, to contribute to the training of the personnel in this field and to prepare the necessary corrective actions to the system itself.

It is the responsibility of the Directorate to promote a Review of the System at least once a year, through indicators to assess, measure and monitor the objectives set.

It is a clear conviction that the pursuit of this policy brings tangible advantages to the Organization and to Customers to such an extent that they satisfy both.

Rovolon, 31/03/2026

Management

