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QUALITY AND CUSTOMER SERVICE POLICY

Coerco is committed to providing value added products and services by responding to the needs and requirements of our clients in an innovative, efficient and cost-effective manner.

Coerco are at the forefront of modern manufacturing of a range of innovative products and services designed to meet the liquid management needs of the Agricultural, Mining and Industrial markets. These include but are not limited to:

- Water Storage & Conservation
- Livestock Feeding
- Crop Protection
- Diesel Fuel Storage & Distribution
- Liquid Delivery & Dust Suppression
- Dewatering
- Sewage & Wastewater Management
- Chemical Storage & Handling

All employees accept their share of responsibility for identifying customer needs and expectations and ensuring that the delivered level of customer service meets or exceeds these expectations whilst complying with all legal and contractual obligations.

The directors have established a comprehensive quality management system that is integrated into all facets of our operations and conforms to statutory and regulatory requirements. The quality management system is communicated and made available as appropriate to all staff and training is given to ensure understanding of company procedures.

The documented quality management system is based on ISO9001, and the manufacture of septic tanks is following AS/NZS 1546.1. The system is regularly reviewed by management to ensure our objective of total customer satisfaction is being met and that the system is suitable and effective in meeting customer and company needs, and certification requirements.

Management will take effective action to ensure resolution of problems leading to continual improvement in our operating practices. This policy of continual improvement coupled with the provision of adequate human resources and a clear understanding of customer requirements demonstrates to existing customers our commitment to excellence.

I commit all employees of Coerco to abide by and implement our policies and procedures in order to enhance our reputation as a customer focused company.

Andrew Jackson
Managing Director

Next Review Date: 20th June 2023