

Banlaw is a Fluid Asset Intelligence Company!

We pride ourselves on being proactive and innovative partners helping our clients manage their incredibly valuable fluid assets including hydrocarbons, water, gas, or other chemicals.

We offer the only complete end to end solution with the scale and expertise to solve any fluid storage and transfer challenge – safely and securely.

Our mission is to be recognized as the World’s most trusted Fluid Resource Managers; every drop ends up where you need it, when you need it.

Banlaw provides a specialised service; including design, development, manufacture, sale, repair, service and support of high value industrial fluid refuelling systems, lubrication & evacuation systems, tank overfill protection systems and electronic fluid monitoring systems.

Banlaw is committed to continual improvement by establishing and reviewing its operations in line with the Australian and International Standards and AS/NZS ISO 9001 Quality Management System (QMS) Standard. By utilising its resources, employees, subcontractors, and suppliers, Banlaw shall implement measurable targets and objectives to:

- Specify, maintain, and constantly improve the quality of the products and services that it offers through regular R&D committee reviews and resolution of issues through a controlled issue resolution system.
- Add value to customer business performance measured from regular customer surveys
- Enjoy superior after-sales support to agreed SLA targets
- Conform to all regulatory requirements through regular audits

Senior management are fully committed to the successful implementation and maintenance of the QMS outlined in the Quality Manual. The management system is documented in the Banlaw Quality Manual and subordinate documents. It defines how effective control is established through the use of standard procedures and includes provision for the prompt detection and remediation of product and system defects.

Commitment to this policy shall be demonstrated by regular management reviews of our performance and the achievement of our objectives. Banlaw employees are expected and encouraged to strive for excellence in both our product quality and customer service. The responsibility for the successful application of this policy rests with all employees.

Approval Date: Wednesday, April 9, 2025

Sebastian Hoppe, Chief Executive Officer

