



FLOWLINK
Valves & Controls



COMPANY CAPABILITY STATEMENT



ABOUT US

Flowlink Valves & Controls is a 100% Australian-owned company incorporated in 2013 with offices in Brisbane and Perth. We service Australia, New Zealand, PNG, Fiji, New Caledonia, Tahiti, and all Pacific Islands.

We are a flow solutions company providing integrated flow equipment to our customers in the Oil & Gas, Mining, Petro-Chemical, Power Generation, Water, Food and Beverage industries.

WHY CHOOSE US

Using our knowledge and experience, we are committed to providing you with a personal, professional, technical, and practical service experience. As a well-respected Valve, Actuation and Controls Solution Provider we deliver a solution-based offer via our complete suite of products for all your enquiries.

With a highly specialised and experienced team having well over 150 years of experience in the resources industries specifically the Oil & Gas, Petroleum and Mining space, we can offer precise and timely technical advice to assist our valued customers with their plant and equipment requirements.

We are nimble and highly customer focused providing prompt turnaround of enquiries often finding solutions to exotic products, special needs, and long lead times. Flowlink offers FAST delivery of an extensive range of valves and flow control equipment through its extensive global supply networks and from its expansive stock in Australia more than \$2M.

MISSION & VISION

- To be a market leader in project delivery, achieving sustainable growth through the quality of our people and the strength of our relationships
- To provide professional service, reliability & quality products to all key stakeholders in our industry
- To source, supply & maintain high end quality products & services

VALUES

Customer Commitment: Developing relationships that make a positive difference in our customers' lives

Quality: Providing outstanding products and unsurpassed service that deliver premium value

Integrity: Upholding the highest standards of integrity in every action

Teamwork: Working together across boundaries to meet customer needs and help the company win

Respect for People: Valuing our people, encouraging their development, and rewarding their performance

Good Citizenship: Being good citizens in the communities in which we live and work

Will to Win: Exhibiting a strong will to win in the marketplace and every business aspect

Personal Accountability: Being personally accountable for delivering on our commitments

SHARED SUCCESS

At Flowlink we strive for shared success which is achieved by developing high performing people and teams that are aligned to our vision and values.

Our philosophy is to build strong and lasting working relationships with our clients, suppliers, and partners.



ENGINEERING

Flowlink is industry-recognised and well-positioned to manage any of your flow control needs in all sizes, pressure classes and materials ranging from Cast Iron to exotic alloys such as Duplex, Super Duplex and Titanium.

We enjoy long-standing and respected relationships with numerous major mining and energy companies.

We have links to many of the major resource projects, and a strong client focus, understanding the priorities and drivers of clients in these sectors.

Our alliances, with very high-end manufacturers and supplier chains worldwide, give us an extremely fortunate position within the marketplace.

Our ability to offer accurate technical advice backed up with a high-end product suite set us apart from the rest.

We also offer in-house or external valve engineering for audits, sizing, and selection of all types of control, safety relief and actuated valves at your premises or on-site.

We aim to be your partner, not just your supplier, working together enabling you to focus on your business and keep your plant safe and operating.



COMMITMENT TO DELIVERY

Flowlink's success is based on its ability to build strong relationships and produce positive outcomes for our clients.

We are dedicated to the highest quality of customer service delivered with a sense of warmth, friendliness, individual pride, and company spirit.

We aim to help our clients create such prominent levels of economic value that together we set new standards of excellence in our respective industries.

EXPERTISE

Flowlink's business operates across Australia, PNG, New Zealand, and the Pacific Islands ensuring that we can offer a robust combination of expertise and engineering.

Our people have the expertise to deliver large-scale, complex projects.

Our reputation is founded on a culture of safety, people, leadership, client relationships, teamwork, and community.

These principles are firmly embedded in all our processes and systems and embodied in the way we conduct all aspects of our business.

WE'RE TRUSTED BY

As a well-established valve supplier in the market, Flowlink has a wide and diverse customer base across many sectors ranging from Major Asset Owners, EPC's, Fabricators, and MRO Contractors.

Many of our customers have grown to place a high level of trust in us to provide them with their needs on time.

				
				
				
				
				

PEOPLE AND RELATIONSHIPS

Our focus at Flowlink has always been on building long-term relationships with our valued clients through mutual trust, expertise, and proven success.

Because we are initiative-taking, solutions-focused, and active listeners, we passionately believe our clients find us easy to work with and enjoy collaborating on successful projects.

Our workforce consists of people from diverse cultures, backgrounds and skill sets, which enriches our breadth of knowledge, capability, and experience.

We believe in the principle of equal opportunity in employment for all people, regardless of any personal attributes such as gender, sexual orientation, marital status, pregnancy, family responsibilities, ethnicity, political or religious beliefs, cultural background, disability, and age.

Flowlink requires all its suppliers to act responsibly and abide by the laws and regulations of the jurisdictions where they operate.

We have a zero-tolerance approach to modern slavery, bribery and corruption as part of the ongoing commitment to minimise the risk associated with these practices.

We commit to ensuring our suppliers, contractors, recruitment practices, and business activities recognise and respect Indigenous Australians.

The principles guiding this policy are:

- Encourage and seek the participation of Indigenous Australians at all levels of business input
- Respect Indigenous practices and culture whilst valuing the cultural diversity that Indigenous Australians can add to our workplace
- We are committed to advancing, cultivating, and preserving a culture of diversity, inclusion and belonging
- Foster a positive working environment where vilification of any kind is not tolerated
- Implement these principles in all daily activities and new opportunities

HEALTH AND SAFETY

The health and safety of our people are central to everything we do at Flowlink.

This obligation also extends to ensuring our business and its activities do not place any risk of illness, injury or damage on the local community or the environment.

We regularly review all our safety standards and procedures to maintain and provide the safest environment for our employees.

AIMS AND OBJECTIVES

- Providing and maintaining a healthy and safe workplace, plant, and processes
- Providing written procedures, instructions, and training to ensure safe work practices are followed
- Ensuring compliance with prescribed legislation, regulations, and codes of practice, and standards
- Providing appropriate and adequate training and instruction to enable conducting tasks safely and efficiently

RESPONSIBILITIES

We recognise that the overall responsibility for workplace health and safety rests with management who will be accountable for the implementation of the policy.

Responsibilities included are:

- Ensuring all WHS policies and procedures are implemented
- Establishing targets and objectives that are measurable to ensure continued improvement (best practices) aimed at the elimination of work-related illnesses and injuries
- Providing adequate resources to maintain these WHS policies and commitments
- Following all procedures and recognising, alerting and acting upon any hazards which may affect the health and safety of themselves, others, or the environment

ENVIRONMENT

At Flowlink, we understand the importance of creating a balance between economic and social development with protecting and enhancing the environment.

We are committed to achieving the highest standards of environmental care and protection throughout our operations.

This commitment to sustainable practices ensures that we identify, implement, and promote best-practice environmental management systems and operations.

We collaborate closely with our employees, suppliers, clients, the community, and relevant authorities to identify and mitigate the risk of environmental hazards and implement achievable environmental initiatives.



SUSTAINABILITY

Our commitment to leadership in sustainability is anchored firmly in our corporate values.

The balance between economic success, environmental protection and social responsibility has been an integral part of our corporate culture since the beginning.

The focus on sustainability has evolved continuously at Flowlink.

We create more value for our customers, our employees, our stakeholders, and for the community we operate in, and for our company, while reducing our environmental footprint.

QUALITY ASSURANCE



ISO ACCREDITATIONS

Flowlink is committed to ensuring our business practices are consistent and in compliance with ISO 9001:2015, ISO 14001:2015, and ISO 45001:2018.

Our IMS complies with all applicable requirements and utilises the process approach: Quality Management to ISO 9001:2015, Environmental Management Systems to ISO 14001:2015 and Occupational Health and Safety to ISO 45001:2018 for the provision of company products and services encompassing all operations at our offices in Eagle Farm – Queensland.

We intend to continually improve and demonstrate sound workplace safety, environmental, and quality performance required by the relevant legislation and standard requirements.

INSURANCES

Flowlink holds the following insurances and Certificates of Currency that are available upon legitimate request.

- Public and Product Liability
- Marine Transit Insurance
- Workers Compensation
- Corporate Travel Insurance
- Management Liability Insurance

OUR TRUSTED PARTNERS

			
			
			
			
			

RESOURCES AND PRODUCT OFFERING

Flowlink offers a complete suite of products for your flow control applications.

We have partnership agreements with ISO 9000 accredited global leading Valve, Actuation, Controls & Instrumentation manufacturers of flow control products.

Their product designs are the result of decades of experience and innovation in the flow control industry and the most severe environments.

Our chosen partners offer high-quality reliable products with qualified engineering research, design and technical support delivering the right product the first time.

Our network of global suppliers and partners offers our customers an extension into global stockists for urgent turnarounds and shutdowns where local supply is not available.

No matter what flow control product you need urgently we can source and solve your needs in a timely fashion to keep your productivity flowing.



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