

### 1.2.3 QUALITY POLICY – STATEMENT

#### ***Hannafin Contractors Limited*** - Quality Policy

Hannafin Contractors Limited is a professional and quality conscious organisation and aims to effectively and efficiently provide quality products and services which satisfy the specified requirements of its customers and which comply with all statutory regulations and other obligations.

The Company is committed to continually improve customer satisfaction through appropriate initiatives, controls, provision of resources and training and involvement of employees. The aim is to agree customer requirements using accurate and efficient tendering processes and to minimise the occurrence of all defects in its activities, products and services. Proactive engagement with clients is a key innovative feature to improve understanding at the client interface at all stages.

Customers are offered advice on the products and services as appropriate.

An Integrated Management System (IMS) has been established that complies with the International Standard ISO 9001:2015. This promotes a culture of quality assurance in all Company systems and procedures, under the direction of the senior management team and with the support of all employees and supply chain partners.

Management objectives and targets are established and reviewed on a regular basis to implement the Quality Policy and to continually improve the quality management system. These are based on a commitment to seven principles of business excellence:

- Customer focus
- Stakeholder value
- New technologies, techniques and innovation
- Process management
- Workforce motivation and awareness
- Supply chain engagement
- Preventative management and continual improvement

The Directors commit themselves to provide adequate resources to implement and communicate this policy effectively to all employees and to exercise all reasonable skill and care in performing their duties and providing service to their customers. The Company's performance and the operation of the management system are audited and reviewed to ensure maximum effectiveness in achieving customer satisfaction.

Peter Hannafin B.Eng  
Managing Director  
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