

## Quality Policy

Hedley Hydraulics Limited Quality Policy is in place to achieve sustained, profitable, stable growth, by providing quality products and exemplary service which consistently, whilst incorporating the ethos of continuous improvement, satisfies or indeed exceeds the needs and expectations of customers and interested parties alike.

The objectives of the Quality System in place are:

- alignment with and operation within the parameters of ISO 9001:2015 certification
- compliance with all applicable statutory, technical, national and international standards
- commitment to a routinely high level of performance which both enhances the Company's reputation and achieves a high level of customer satisfaction
- to cultivate a culture of inclusion, flexibility and customer focus, in order to uphold quality and maintain an estimable level of service

The management thereby pledges to lead by example, participate wholeheartedly, encourage and mentor employees, whilst agreeing specific targets and measures to monitor progress.

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