

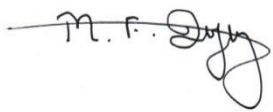
QUALITY POLICY ISO 9001:2015

The company's purpose is to deliver total customer satisfaction through controlled design, validation, manufacture and supply of hoses, assemblies and components and covered rollers to various industries.

This is achieved in line with the companies' vision: "To be a value driven, market leading, innovative company producing the highest quality products in a dynamic, responsive and respectful environment". In doing so, the leadership team commits to a Customer Focus, Process Management, Continuous Improvement, and the inclusion of staff in these activities.

This quality policy is integral to all operations within the business and is used when setting quality objectives which are established and reviewed at regular management meetings in conjunction with the business and strategic aims of the company. The quality policy will be reviewed at the management review meeting and updated as required to ensure that the company continues to satisfy customer requirements.

Quality is the collective and mandatory responsibility of all personnel, and our policy will only be achieved by the commitment and team effort of all employees, and adherence to the quality management system requirements, customer requirements and statutory requirements. All personnel will be trained and supported in their role within the quality system.

A handwritten signature in black ink, appearing to read 'M. F. Dufty', with a stylized flourish at the end.

Mark Dufty – Managing Director
April 2024