

QUALITY POLICY – ISO 9001:2015

Document Reference: QP-01 **Revision:** 5.0

Issue Date: 08/10/2025

Policy Statement

At Goodflex Rubber Company Ltd, our purpose is to deliver total customer satisfaction through the controlled design, validation, manufacture, and supply of hoses, mouldings, assemblies, and rollers to a wide range of industries including Agriculture, Automotive, Rail, Off-Highway, Marine, Aerospace & Defence, Renewable Energy, Food, and Pharmaceutical.

In doing so, the leadership team commits to a customer-focused, process-managed approach, placing strong emphasis on continuous improvement and the active inclusion of staff in these activities.

Company Vision

“To be a value-driven, market-leading, innovative company producing the highest quality products in a dynamic, responsive, and respectful environment.”

Implementation

This Quality Policy is integral to all operations within Goodflex and forms the foundation for establishing and reviewing quality objectives. Quality objectives are monitored at regular Management Meetings and aligned with the company's strategic direction and business goals.

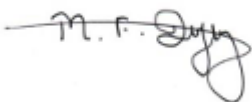
The policy is reviewed at each Management Review Meeting and updated as required to ensure the company continues to meet or exceed customer expectations.

Commitment to Quality

Quality is the collective and mandatory responsibility of every employee. This policy will be achieved through:

- Commitment, communication, and teamwork at all levels of the organisation
- Compliance with the Quality Management System (QMS) and continuous improvement of its effectiveness
- Fulfilment of all customer, statutory, and regulatory requirements
- Training, support, and empowerment of all personnel to perform effectively within the QMS

Through these commitments, Goodflex Rubber Company Ltd ensures that quality, reliability, and innovation remain at the heart of our operations.



Mark Dufty – Managing Director