

## Quality Policy

Hainenko have established this quality policy to be consistent with the goals and direction of our Company. It provides a framework for the setting and review of objectives in addition to our commitment to satisfy applicable customers' regulatory and legislative requirements as well as our commitment to continually improve our management system.

- **Products:** Hainenko supplies products which are effective, safe, reliable, and which meet the requirements of our customers.
- **Customer focus:** We have an on-going commitment to understand our current and future customers' needs; meet their requirements and strive to exceed their expectations.
- **Leadership:** Hainenko's Senior Management team have committed to creating and maintaining a working environment in which people become fully involved in achieving our objectives.
- **Engagement of people:** Hainenko recognises that people are the essence of any good business and that their full involvement enables their abilities to be used for our benefit.
- **Process approach:** Hainenko understands that a desired result is achieved more efficiently when activities and related resources are managed as a process or a series of interconnected processes.
- **Improvement:** We have committed to achieving continual improvement across all aspects of our quality management system; it is one of our main, ongoing objectives.
- **Evidence-based decision making:** We have committed to only making decisions relating to our Quality Management System following an analysis of relevant data and information.
- **Relationship management:** Hainenko recognises that an organisation and the relationship it has with its external providers are interdependent and this mutually beneficial relationship enhances the ability of both to create value. Our policy is to meet the requirements of our customers and suppliers and while fulfilling our social, environmental, charitable, regulatory and legislative responsibilities.

We have produced quality objectives which relate to this policy and they can be found in document R03.

Our Quality Policy is available/communicated to all interested parties as well as being made available to the wider community through publication on our Website and Company Noticeboard. The Management believe that by adopting this positive commitment to quality we can enhance customer satisfaction and achieve the performance standards required to "get it right first time".

Authorised by: 

Douglas Ashpole

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Reviewed: 30<sup>th</sup> April 2018

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Position: Managing Director