

## Quality Policy

*Hazell Bros is committed to the development, production and delivery of quality products and services that meet and exceed the expectations of our clients.*

We will achieve this by:

- Establishing, maintaining, monitoring, reviewing auditing and continually improving the Group Management System, HBway, consistent with the certification requirement of ISO 9001.
- Identifying, investigating, reporting and resolving all non-conformances and taking action to prevent recurrences.
- Establishing, reviewing and communicating quality objectives and performance measures.
- Providing the necessary resources and infrastructure to maintain and ensure compliance with the Group Management System, HBway.
- Encouraging all workers to integrate Quality Management principles into their day-to-day work through regular training, consultation review and feedback.
- Seeking feedback from clients, joint venture and alliance partners and addressing opportunities for improvement.
- Maintaining a performance focused culture that is challenging, disciplined ingrained and integrated throughout the organisation.



Geoffrey Hazell  
Managing Director  
January 2024