



HRL Quality Management Policy Statement

Hamilton Riley Limited firmly believes that its Business Processes are key to ensuring we continue to provide high levels of quality, customer satisfaction, customer service and innovative working techniques.

It is the policy within HRL to consistently provide a quality maintenance service that complies with all requirements, and where possible exceeds the expectations of our customers.

We will ensure that HRL's Business Processes can adapt and develop to meet the ever-changing requirements of our business environment and to continually improve the effectiveness of our management system.

Furthermore we will ensure a policy of staff flexibility and adaptability through continuous improvement, training and development. We will also ensure all employees have a good knowledge of the company's quality objectives and system requirements, and they are involved in development and promotion of new ideas and processes.

To achieve quality improvements and to improve levels of customer satisfaction, HRL will maintain, review and revise quality objectives and targets annually, will conduct quality reviews and audits of operational activities at least once per month and will make adequate financial, human and other resources available.

A handwritten signature in blue ink that reads 'Julie Hamilton'. The signature is written in a cursive style with a small flourish at the end.

Julie Hamilton
Director
4th June 2024