



1. STATEMENT OF QUALITY POLICY

This policy statement is applicable to all employees and will be included in the company induction procedures as well as being readily available within the workplace for reference at any time. Any updates will be communicated effectively throughout the business and be available to all interested parties upon request.

HES Sales Ltd is committed to supporting our valued customers through the supply of first-class products and services of exceptional quality, to assist them to gain competitive advantage in their respective markets. We do this by working closely with our approved supply chain to ensure optimum support and service as well as monitoring competitors closely to ensure we remain at the forefront of all products and services we offer and deliver.

We undertake the supply, hire, service, repair, and testing of hydraulic, pneumatic and electrical tools and equipment, including those manufactured by others from our two strategically placed state of the art facilities in Daventry, Northamptonshire and Sheffield, South Yorkshire. These activities are supported by a comprehensive stock of products, their associated components, and spare parts.

Through our dedicated directors and "hands on" shareholders we sustain our vision and mission by constantly seeking to continually improve via continuous education and learning of the best available business practices as well as monitoring markets and trends. We provide a pleasant, nurturing and growth orientated environment, which encourages our employees to be highly productive and to grow both personally and professionally.

We aim to develop diversified markets, which provide stability, and adequate financial returns and allow us to achieve our vision and provide opportunities for existing and future employees.

The quality policy defined in this quality manual lays down the systems and procedures by which company personnel ensure that customer quality requirements and contractual specifications are met in full.

The procedures and systems comply with ISO 9001:2015 and the company is committed to providing the human and material resources necessary to fulfil the requirements of that standard. It is company policy that the systems and procedures in place are subject to continual improvement by regular audit and management review where SMART quality objectives are determined, set and analysed.

All employees are made aware of the company quality requirements and that these are to be maintained at all levels in the organisation.

This quality policy is approved and endorsed by the Managing Director who certifies that the quality manual accurately and adequately describes the quality programme current within the company at the date hereunder.

Signed: *A. Moorhouse*

Managing Director

Signed: *D Murray*

Quality Assurance Manager

Date: 28.01.2022