

We at Hayward Tyler (Luton) are committed to enhance the satisfaction level of our Customers, Shareholders and all interested parties and to consistently exceed their expectations by:

- Aligning our key strategies with our business initiatives and financial objectives.
- Measure the effectiveness of our improvement initiatives through our departmental Key Performance Indicators and metrics.
- Always acting with the highest level of Safety, Accountability, Integrity, Excellence and Humanity as individuals and as a team per our company Values.
- Understanding our customers' needs and accordingly designing safe and reliable quality products.
- Delivering consistently reliable quality products and services on time to customer and regulatory requirements.
- To manufacture cost-effective, products that meet customer quality requirements and continuously striving to improve our service, quality, and processes.
- Be responsive to internal and external issues which influence our organizational performance.
- Ensuring effective implementation and continual improvement of "Business Management System" through monitoring periodic reviews interacting with the stakeholders.
- Ensuring compliance to all applicable statutory and regulatory requirements.
- Communicating clearly and fully with everyone through regular briefs, employee engagement forums and union discussions.
- We will continuously seek to improve the effectiveness and efficiency of all our processes.
- We will establish a framework for the definition, monitoring and review of Quality Objectives which shall be communicated and understood.

This policy will be regularly monitored to ensure that the objectives are achieved. It will be reviewed on an annual basis and updated with regards to any legislative or organizational changes.

Name: Denis Healy

Position: Managing Director

Signature: Denis Healy

Date: 13th June 2023