

We at Hayward Tyler Ltd. 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
- Recording and measuring 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' quality requirements and accordingly:
 - Design & deliver safe and reliable products and provide services on time
 - Manufacture cost-effective products
 - Continuously strive to improve our service, quality, and processes
- Being responsive to internal and external issues which influence our organisational performance
- Ensuring effective implementation and continual improvement of our Business Management System through monitoring periodic reviews and interacting regularly with all 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
- Establishing a framework for defining, monitoring and reviewing of Quality Objectives which shall be communicated and understood

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

Name: Duncan Morgan
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Signature:
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Position: Group Managing Director
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Dated: 14th June 2024
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