

QUALITY POLICY STATEMENT

HENCH AND HADDOCK LIMITED are committed to delivering Engineering, Procurement, Construction, Installation and commissioning services that constantly meet our client's expectations, applicable and industry standards.

We recognize that quality is one of our core values and is fundamental to the success of our projects and client's satisfaction. Therefore, we are committed to establishing, implementing, maintaining and continually improving an effective **Quality Management System** that promotes operational excellence, efficiency, reliability and sustainable growth.

Management's Commitment

- Demonstrating leadership and unwavering commitment to operational excellence by ensuring all processes align with ISO 9001:2015 standards, thereby driving the achievement of our strategic objectives and enhancing organizational performance.
- Ensuring the effectiveness and continual improvement of the Quality Management System.
- Ensure full adherence to contractual obligations as well as all applicable statutory, legislative, and regulatory requirements in the provision of services and products.
- Implement achievable and measurable quality objectives and performance indicators at different levels and functions of the organization in order to achieve our quality goal.
- Apply robust quality planning, inspection, testing, verification and validation processes throughout project lifecycles.
- Monitor and evaluate supplier and contractor performance evaluations to drive continual improvements.
- Equip employees with the training, resources, and support they need to perform effectively, fostering a culture of accountability, innovation, teamwork, and continuous learning.

The Quality Policy will be communicated, understood, implemented, and sustained throughout the organization, and reviewed at regular intervals to confirm its ongoing suitability and effectiveness.

IWE HENRY



Managing Director/CEO
20/08/2025