

## Quality Policy

HFR Solutions CIC is committed to an operating philosophy based on openness in communication, integrity in serving our customers, fairness and concern for our workers and responsibility to the communities within which we operate. HFR Solutions CIC is committed to continuous improvement of the quality management system. Our vision is to exceed customer expectations for quality, safety, sustainability, cost, delivery, and value. Additionally, we are dedicated to creating a profitable business culture that makes the Humber region a safer place to live and work.

### OUR WORKERS

HFR Solutions CIC is committed to equality in employment opportunity and rewards, embracing wholeheartedly the cultural diversity within the communities we call home. Our workers' welfare and interests are foremost throughout all aspects of our business and how we conduct our affairs. HFR Solutions CIC is committed to:

- Creating and nurturing an environment of success based on honesty and integrity.
- Empowerment through worker development and communication.
- Individual growth and equal opportunity.
- Designing and providing a safe and secure work environment.

### OUR CUSTOMERS

Customer needs are paramount and represent the highest priority within our business. Our obligation is to proactively seek out and define customer needs while addressing all requests expeditiously without creating false expectations.

### OUR COMMUNITY

HFR Solutions CIC is committed to supporting the communities within which we operate. We believe in the practice of social responsibility and encourage similar behaviour in our workers and suppliers.

### OUR QUALITY

Beginning with a clear definition of customers' expectations, we strive to consistently meet or exceed them. We adhere to all applicable standards and customer specific requirements and endeavour to provide processes that ensure we achieve this in order to build a robust and world class business.



Nick Granger  
Managing Director  
January 2022

Document No.	HQ-D-IMS-037	Revision No.	1	Internal	Standard Ref	9001:2015, 14001:2015 and 45001:2018	
Established Date	22/1/21	Revision Date	22/1/22		Page	1 of 1	