



FEBRUARY 8, 2024

## QUALITY POLICY

At HUB Engineering Ltd, we are dedicated to delivering the utmost quality service to our valued customers. Our commitment lies in listening attentively to our customers and consistently evaluating and refining our processes to align with our business needs and strategic vision.

Our quality policy is underpinned by the following key elements:

- a) **Quality Management System:** We are devoted to developing and upholding a robust Quality Management System that complies with the standards outlined in BS EN ISO 9001:2015. This system serves as the cornerstone for achieving continual enhancement, absolute customer satisfaction, and the complete realization of all company objectives.
  
- b) **Customer Focus:** Central to our operations is a relentless focus on understanding and meeting the needs and expectations of our customers. We establish effective lines of communication to ensure a comprehensive understanding of their requirements, enabling us to deliver tailored solutions that exceed expectations.
  
- c) **Infrastructure Development:** We are committed to establishing and maintaining an infrastructure that supports all facets of our company's activities and facilitates the achievement of our organizational goals. This infrastructure serves as the backbone of our operations, ensuring efficiency, reliability, and scalability.
  
- d) **Continuous Improvement:** We actively seek opportunities for improvement across all aspects of our operations. Through systematic evaluation and implementation of effective solutions, we continuously enhance our processes, products, and services to drive excellence and innovation.

The implementation of our Quality Policy is the collective responsibility of every member of our organization. Each individual is entrusted with upholding the principles outlined in this policy, supported by our comprehensive processes and ongoing training initiatives.

JAMIE MILLERSHIP  
MANAGING DIRECTOR

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