



Quality Policy

HPS Product Recovery Solutions

2024

Quality Policy

HPS Product Recovery Solutions is dedicated to delivering exceptional products and services that consistently meet or exceed the expectations of our customers. We are committed to achieving the highest standards of quality in everything we do. We aim to provide defect free goods, services, and equipment to our customers on time and within budget.

Our Commitments:

- **Customer Focus:** We prioritize understanding and meeting the needs of our customers, ensuring their satisfaction without products and services.
- **Continuous Improvement:** We continuously strive to improve our processes, products, and services to enhance quality, efficiency, and effectiveness.
- **Compliance:** We adhere to all relevant legal and regulatory requirements, as well as industry standards, to ensure the quality and safety of our products and services.
- **Teamwork:** We foster a culture of collaboration and empowerment among our employees, encouraging active participation with quality initiatives.
- **Training and development:** We invest in the training and development of our employees to enhance their skills and knowledge, enabling them to contribute effectively to our quality objectives.
- **Responsibility:** We take responsibility for the quality of our work and hold ourselves accountable for delivering excellence in every aspect of our operations.
- **Quality:** We care for our customers by only supplying high quality products and services. We care for our staff by seeking to improve job satisfaction and motivation. Engaged and motivated staff make happy customers. Happy customers make HPS a successful business.

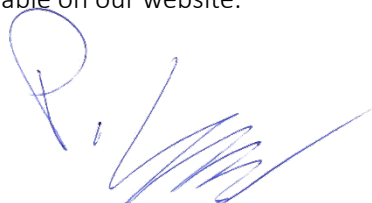
Our objectives:

- To minimise defects and errors in our products and services.
- To enhance productivity and efficiency through all aspects of our business.
- To maintain a culture of innovation and continuous improvement.
- To meet or exceed customer expectations.

This Quality Policy is regularly reviewed in order to ensure its continuing suitability. Lucy Bradford (Compliance Officer) is responsible for the day-to-day implementation of this policy. She is supported by mid-level and senior management.

Copies of the Quality Policy are made available to all members of staff and to relevant interested parties. Copies of the minutes of Management Reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the Quality Management System. A copy of our Quality Policy is also available on our website.

Signed:



By: Peter Elgar, Director

Date: Tuesday 2nd April 2024