



## Quality Policy 2020

As a leading manufacturer of subsea and harsh environment connectors, penetrators and cables we are dedicated to the design, development and manufacture of high quality engineering solutions that meet or exceed the requirements and expectations of our global customers.

The Quality Policy of Hydro Group plc is written in accordance with our accredited management system BS EN ISO 9001:2015.

We strive for continuous improvement in our Quality Management System, to attain the objectives of our Company:

- Satisfying customers by achieving the level of performance that meets requirements and exceeds our customer's expectations
- Increased customer satisfaction through on time delivery of defect-free products and services
- Achieving compliance by conforming to standard requirements set out in BS EN ISO 9001:2015, by customers, and the industries we serve and by conducting our operations ethically at all times
- Respecting our customers, suppliers and employees
- Applying continuous improvement by assessing and improving our systems, processes, and people to enhance our innovation, value-added products and services on a continuous basis

As part of our Quality Management System, to drive continuous improvement, Hydro Group plc has set quality objectives and key performance indicators to measure response times to client orders with a view to improving these, to monitor all problems incurred in the Company and to analyse these with a view to preventing their reoccurrence.

Our quality performance is currently measured against set targets in the following areas:

- Non conformities raised internally or by third parties through inspection/testing and auditing activities
- Customer feedback on strategic elements of our product/service realisation
- Our delivery performance to our customers
- Our supply chain performance on quality, delivery and technical support
- Effective resolution of customer complaints
- Financial growth defined as revenue growth and profit growth

The Board will ensure this Policy Statement is reviewed on an annual basis.

  
Douglas Whyte, Managing Director

January 2020