

COMPANY QUALITY POLICY

EC Hopkins Limited is committed to the provision of a total quality assured service in meeting statutory requirements, legal requirements and the customers' specified and anticipated needs in an organised and professional manner.

This is delivered by:

- **Supporting customers through the product selection process**
- **Working with key partners to offer a range of high quality products**
- **Providing a managed repair process offering excellent product quality**
- **Providing a delivery service that meets or exceeds customer expectations**
- **Providing a high level of after sales support**

We operate systems that meet the requirements of ISO9001, retaining external approval to this standard.

We are committed to compliance with customer requirements and applicable legislation.

All staff are aware of the processes operated within the company and of their responsibilities to follow defined procedures and to report any deviation or anomalies.

Staff are encouraged to provide input to the development and improvement of systems.

The Directors establish business objectives which support the implementation of this policy. These objectives are regularly reviewed and revised as necessary in line with our commitment to continual improvement.



Tony Nicholls
Director - Chief Operating Officer – Gemo Group

Reviewed: 25 January 2024