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QUALITY POLICY STATEMENT

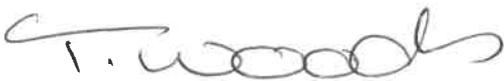
The Hansam Group is committed to providing its customers with the highest levels of quality in respect of products and services. The Group ensures that its products are manufactured to be reliable and fit for purpose. This is achieved through the following methods:

- CE certification for the vast majority of our product range.
- Inspection of products when accepted into the warehouse and also prior to the goods being dispatched.

The Hansam Group will only work with manufacturers who meet our exact quality and service requirements. Wherever possible, the Group will work with suppliers who hold ISO 9001 accreditation.

The Hansam Group is committed to accurately identifying its customer's requirements and exceeding their expectations by providing an exemplary service. The experienced and knowledgeable workforce enables the Group to offer the most effective technical solutions for its customers.

The Hansam Group is committed to achieving and maintaining industry best practice. To achieve this aim, the Group is dedicated to complying with the ISO 9001 standard. The Group strives to set the benchmark for customer service within its industry and this is achieved through the continuous improvement of its operational processes throughout all facets of the business. Group performance is gauged through regular review of the Group Quality Management System against agreed objectives, which are driven through the business planning process.



Tracy Woods

Managing Director

26th May 2020