

H+H UK is a customer focussed company that seeks to understand, and where possible exceed, the needs and expectations of its customers to achieve an outstanding level of customer satisfaction, in line with the organisation's strategic direction.

H+H UK operates a quality management system that fully conforms to the requirements of BS EN ISO 9001:2015 and forms part of the PAS 99: 2012 compliant integrated management system, IMS. The system documentation includes the IMS quality objectives and targets, IMS Procedures, IMS Documents, IMS Registers, Laboratory Quality Control Manuals and Plant Operating Manuals. The company provides UKCA marked products to customers that fully comply with the requirements of BS EN 771-4 + A1: 2015 and meet the declarations of performance given in technical literature. Employees are trained in the requirements of the quality management system and are responsible for the quality of their own work in full compliance with procedures.

H+H UK are committed to continual improvement of the quality management system (QMS) by the setting of quality objectives and targets. These are determined by the Operations Director and members of the Works' Management Team and subsequently reviewed on an annual basis by the IMS Management Review Body. The results of the review are used to continually improve the business and customer satisfaction levels, wherever reasonably practicable and economic to do so. The H+H board is responsible for allocating appropriate resources for the effective implementation of the company's quality management system.

*Calvin J Forsyth*

**C. Forsyth**  
Managing Director

Dated: 16<sup>th</sup> February 2026