

## Quality Policy

It is the policy of HORIBA UK Limited that all products and services supplied by the company meet the specifications agreed with the customer, that they comply with all applicable statutory and regulatory requirements, and that they are suitable for their intended purpose. To achieve this we place equal emphasis on the contribution of our employees and suppliers to all product lifecycle stages including design, development, purchasing, production, test, installation, and commissioning. This applies to products designed and manufactured by HORIBA UK and other HORIBA group companies, and those sourced from third party suppliers. The services we provide include installation, maintenance, repair, calibration, and training.

The ISO 9000 and ISO/IEC 17025 standards form the basis of HORIBA UK's quality management system which is reviewed regularly to ensure its continued effectiveness and achieve continual improvement of the quality management system. The system, including this Quality Policy, is issued on the authority of the Board of Directors and adherence is mandatory for all employees, each of whom receive quality training as part of their new starter induction when they join the company. Changes to the quality management system are communicated to the HORIBA UK management team for dissemination across the organization.

The company has a policy of continual improvement where all feedback is welcomed from all interested parties including customers, suppliers, and employees. All complaints, whether justified or not, are recorded and investigated appropriately, with findings reported back to the complainant. Corrective actions identified during complaint investigations extend to the root cause to help continually improve the quality of the products and services supplied by HORIBA. Our BlackJack Project continuous improvement scheme provides an open platform for all staff to help improve the effectiveness of the organization.

HORIBA UK uses a Management Review Meeting process to set and monitor objectives and targets to improve the effectiveness of the quality management system. Objectives are reviewed regularly to ensure they continue to align with key quality areas including product reliability, operational efficiency, on-time delivery, customer satisfaction and complaint management. A programme of internal quality audits is undertaken annually to help ensure that our products and services continue to meet the high standards we set for quality.

**Signed:****Date:** 27<sup>th</sup> April 2021**President:** Stuart Knight

On behalf of the HUK Executive Management Team