



# Quality Policy

Had Fab provides design, fabrication and installation services in the power transmission and distribution, rail, civils infrastructure and renewable energy markets throughout the UK and occasionally abroad.

The Company is committed to ensuring quality in all our internal and external work resulting in on-time and in-full deliveries to customers to the standards and specifications we contract to.

The purpose of our Quality Policy is to maintain an effective Quality management system (QMS) aligned with ISO9001:2015 that meets customer requirements and achieves high levels of customer satisfaction through the following objectives:

- Build mutually beneficial relationships with customers to fully understand their needs in order to provide a valued service
- Developing and continually improving our own supply chain to deliver to our quality standards and conducting regular audits to maintain the required levels of service
- Maintaining an effective system to measure our quality performance.
- Continually monitoring and analysing performance to identify process improvements
- Actively seeking and monitoring feedback from customers to improve our service via customer satisfaction measures
- Anticipate and meet the customers' needs and expectations
- Being committed to the competence, development, professionalism and health and safety of our employees
- Listening to our staff, recognising their achievements, giving praise, and maximising their potential
- Committing to continually improving the effectiveness of the Management System and the elimination of complacency and errors
- Learning from experience, rectifying mistakes, and proactively preventing future problems, complaints, and nonconformities

Had-Fab will also ensure the implementation of and adherence to a framework of policies, procedures and processes that comply with the requirements of BS EN ISO 9001:2015 and associated industry codes, statutory and regulatory requirements.

The Managing Director is responsible for establishing and implementing adequate quality arrangements within Had-Fab Ltd. All staff are expected to adhere to the above policy.

The Quality Policy is supported by Health, Safety and Environmental Policies. A copy of this policy will be made available to all interested parties, on request, and communicated to all people working under our control.

Signed:  (Managing Director)

Date: 06/04/2026

**Next Review - January 2027**