

QUALITY POLICY STATEMENT

It is the policy of Hotico Ltd to maintain an effective quality management system designed to meet the requirements of ISO9001:2015 in pursuit of our primary objectives, the purpose and the context of the organisation.

As such, Top Management of Hotico Ltd are committed to the following:

- Establish measurable quality and business objectives that are consistent with the context and strategic direction of the organisation and address risks and opportunities associated with them;
- Provide all the resources of equipment, trained and competent staff and any other requirements to enable these objectives to be met;
- Strive to satisfy the requirements of all of our customers, stakeholders and interested parties whenever possible, meeting and exceeding their expectations;
- Monitor and measure the effectiveness of its business processes and objectives through management reviews and the internal audit process;
- Proactively seek feedback from customers on how well its products/services meet their requirements and set objectives for continual improvement;
- Analyse the causes of any complaint or problem, and take appropriate action to prevent recurrence;
- Select and work closely with suppliers who enable the organisation to create and deliver a reliable performance;
- Recruit employees who are customer-focused and support them with appropriate training and systems to ensure their competence always meets the organisation's requirements;
- Provide a work environment that promotes the wellbeing of its employees and encourages positive teamwork;
- Encourage all employees to identify problems and make suggestions to improve all aspects of the organisation's products/services and business processes;
- Ensure that all employees are aware of the Quality Policy and are committed to the effective implementation of the Quality Management System;
- Comply with all compliance obligations, codes of practice and all other requirements applicable to our activities including the nature, scale and environmental impacts of its activities, products and services;

Our Vision is to:

- Offer a range of services in the civil engineering and utility industry operating over a wide range of sectors and locations.
- Listen to what our Clients' needs are and to deliver them on time and on budget.
- Leverage our Company's expertise to create the most effective solutions for the delivery of a sustainable project all of the time.

This quality policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets.

The continual improvement of the organisation's Quality Management System is fundamental to the success of its business, and must be supported by all employees as an integral part of their daily work.

To ensure the company maintains its awareness for continuous improvement, the management system is regularly reviewed by "Top Management" to ensure it remains appropriate and suitable to our business and is subject to both internal and external annual audits.

Signed

A handwritten signature in blue ink, appearing to read 'Ioan Hotico'.

Ioan Hotico

Managing Director

Hotico Ltd

1st January 2023