

THE QUALITY POLICY

The Quality Policy of Flowhire Ltd is to provide a high quality, professional and efficient service in an ethical and professional manner, and maintain a quality system designed to meet the requirements of ISO 9001:2015.

Customer service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on customer service.

Our vision is to meet customer expectations for quality, safety, sustainability, delivery and value. This achievement will result in securing efficiency, and enhancement of long-term sustainability and profitability within the company.

We undertake to ensure sufficient resources are made available within the company to achieve this, and to ensure through communication, engagement, practical example and training that quality is the aim of all members of the company

The requirements of the company's quality system are mandatory, and all company personnel have a responsibility and obligation to it.

Signed:

A handwritten signature in black ink, appearing to read "M. Bancroft", followed by a period.

Matthew Bancroft
Managing Director
Flowhire Limited

Dated: 01/06/2025