

# HOCHIKI EUROPE QUALITY POLICY

## Our Vision - Protecting People with High Quality Life Safety Products

Hochiki Europe (UK) Limited is a global manufacturer of high quality fire detectors and alarms for commercial and industrial applications, including emergency lighting products. Within all our operations we are committed to do not only what is required by law but what is expected of a market leader.

Our long-term success depends on our ability to continuously improve our service and delivery, while protecting our people and the environment in which we work.

In all our operations we will be guided by the founding principle of quality in all we do, namely, meeting or exceeding the needs of customers without compromising the quality of our products or services, or the safety of employees. In this regard we commit to:

- Provide products and services which meet or exceed customer needs and expectations
- Deliver on-time
- Reduce all costs to the lowest possible level

We have also established the 4 pillars. These consist of the following:

1. **Growth** – To expand our business across all our sales territories
2. **Efficiency** – To be a high performing organisation by increasing efficiency on resources and processes
3. **Value Add** – To provide a high standard, value add service to our customers and colleagues
4. **Employee Engagement** – To be a workforce that is inspired by trust and integrity, with the belief that how we perform our work is of equal importance to the work we do

We will contribute to initiatives that seek to address sustainability.

To further these objectives, Hochiki Europe commits to:

- Complying always with all applicable laws, regulations and standards relating to the quality and where appropriate, to exceed or supplement these with our own exacting standards.
- Incorporating into our practices the best available technologies and techniques that are economically achievable.
- Establishing a team approach to detection, prevention and problem solving.
- Setting and reviewing measurable quality objectives and ensuring those objectives are met.
- Providing the necessary resources and ensuring responsibilities and authorities are determined and communicated throughout Hochiki Europe;
- Empowering employees to question processes which appear to produce discrepancies and acknowledging any improvements and contributions.
- Seeking structured feedback from our customers whilst also drawing on their expertise to ensure we deliver a quality product.
- Raising employee awareness of quality issues and encouraging responsible behavior.
- Developing, maintaining and implementing policies, procedures and management systems that assess and monitor, on a continuous basis, the impact of our operations.
- Finding solutions with our partners and customers, to enhance the quality and reliability of our products.
- Accepting conforming raw materials and outside processed parts from approved suppliers.
- Where possible, to identify and review all risk and opportunities for improvement.

These commitments apply to all employees of Hochiki Europe, our joint venture partners, agents, intermediaries, consultants and subcontractors. Additionally, we undertake to use our best endeavors to ensure that our business partners also abide by this policy.

Senior management is responsible for ensuring compliance with this policy, including but not limited to the establishment of programmes and compliance with reporting requirements. Quality, however, is the responsibility of all of us, at every level within our organisation.

The Managing Director of Hochiki Europe is ultimately responsible for this policy and the company's quality performance and is assisted by the management team, which oversees the implementation of all quality procedures and programmes within Hochiki Europe.

We will review our performance including customer feedback at a minimum, on an annual basis.



Graham Lowe  
Managing Director  
1<sup>st</sup> July 2020

This version cancels and replaces all previous versions.

