

Integrated Management System 9001:2015; 14001:2015			Version	1
Title	Quality Policy			
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Quality Policy/Statement

Hemlow Ltd has always had a firm commitment to Quality Assurance, which helps us to provide the best service to all our clients. We are committed to ensuring that our clients receive a quality of service that complies with internationally recognised standards and to this end, Hemlow has established and maintains, a Quality Assurance System (QMS) to ISO 9001: 2015. Hemlow is also committed to satisfying all applicable compliance obligations and any applicable requirements.

The Quality Assurance System ensures that Hemlow Ltd regulates its own activities to a clearly defined standard. The auditing of a Quality Assurance System gives our clients a service that is independently monitored. The Quality Assurance procedures contained in the Integrated Management Manual control the way in which we carry out day-to-day activities, with each procedure being developed in order to improve the performance of the Company. The Board of Directors is committed to the Quality System and a Quality Assurance Team has been appointed to implement and maintain the system. They have the authority and organisational freedom, on recognising quality problems, to initiate, review and provide alternative solutions.

At Hemlow Ltd, our objective in implementing a Quality System is to ensure the efficient delivery of the best possible service to our clients. We will strive to continually improve our performance by setting, and regularly reviewing, quality goals.

Our Integrated Management Manual is held on our Employee Portal within the Company website for ease of referencing by all Hemlow employees.

Review Date: 01/05/2026