Quality Policy

1. Introduction

At **Hilton Docker Mouldings Ltd**, we recognise that the quality of our GRP products directly influences our customers' satisfaction, our brand reputation and our long term success. We are committed to implementing and maintaining a **Quality Management System (QMS)** in line with **ISO 9001:2015 requirements.** Our GRP products are designed and manufactured to meet the highest standards of performance, durability, dimensional accuracy, quality and appearance.

2. Our Quality Philosophy

We believe that quality is not just a final inspection, but an **integrated approach** embedded in all aspects of our operations. From raw material sourcing to design, tooling, lamination, curing, finishing, packaging and delivery.

3. Core Quality Commitments

a) Customer Focus

- Understand and anticipate customer requirements, including specifications, delivery schedules, compliance needs and service expectations.
- Deliver defect free GRP products that perform reliably in their intended application.
- Conduct customer satisfaction surveys and act on feedback to drive improvement.

b) Leadership & Organisational Commitment

- Senior management shall lead by example, ensuring that quality principles are core to the business strategy.
- Adequate resources, infrastructure, and training shall be allocated to ensure QMS effectiveness.

c) Employee Engagement

- Provide continuous technical training for employees in areas such as:
    - Resin/fibre handling
    - Mould preparation
    - Curing cycle optimisation
    - Dimensional and cosmetic inspection techniques
- Encourage teamwork and personal responsibility in maintaining high standards.

d) Process Approach

- Define and control all critical manufacturing processes (laminating, resin infusion, curing, trimming, inspection).

e) Risk Based Thinking

- Identify and assess risks related to product conformity, equipment failure, raw material variability and process deviations.
- Mitigation examples:
    - Resin lot traceability
    - Controlled storage of catalysts and additives

f) Continuous Improvement

- Use data from:
    - In-process inspection
    - Customer complaints
    - Internal audits
    - Non-conformance reports
    - Supplier evaluations
- Analyse root causes using structured tools
- Set annual quality objectives to:
    - Reduce customer complaints
    - Improve on-time delivery rate
    - Reduce scrap

g) Supplier Quality Management

- Qualify and periodically audit suppliers of key materials (resins, fiberglass mats and gels)
- Require certificates of analysis (COA) for each batch.
- Establish incoming material inspection protocols for critical properties like viscosity, gel time and shelf life.

h) Compliance & Standards

- Adhere to:
    - ISO 9001:2015 Quality Management System requirements
    - Applicable environmental and safety regulations (REACH etc.)
    - Industry specific standards and client specifications

4. Quality Objectives

- To support this policy, we establish and review measurable **Quality Objectives**, including:

    - Reduction of scrap rate, increase “right first time”, improve customer satisfaction, increase on time delivery.

5. Policy Communication, Implementation, and Review

- This Quality Policy is communicated to all personnel through onboarding, training, notice boards and internal communications.
- It is also made available to customers, partners, and interested parties upon request or via our company website.
- It is reviewed periodically during **Site Leadership Team Meetings** to ensure ongoing suitability, alignment with strategic direction and effectiveness.

6. Our Commitment to Excellence

Hilton Docker Mouldings Ltd are committed to delivering **technically superior, innovative designs, consistently high quality and durable GRP products** that earn the confidence of our customers and the respect of our industry.

Together, we will continue to innovate, improve and uphold the highest standards of **Quality, Safety and Integrity** in everything we do.