

Joloda Group Quality Policy

Scope: Joloda Hydraroll Ltd, Joloda Conveyor Services (JCS), Joloda BV and Actiw OY.

The Joloda Hydraroll Group customer market expects a continually improving product/service. Subsequently we aim to continually improve the product/service we provide to meet and exceed our client's requirements and to provide finished work that we can justifiably be proud of.

Joloda Hydraroll Group aim to achieve the above by implementing a management system that complies with the international standard of good practice BS EN 9001:2015. It also includes a commitment to meet the requirements of our clients, legal and regulatory requirements and to continue development of our products/system's

Only by providing an outstanding service, product quality and on our total commitment to our clients (in the service business section providing minimum downtime coupled with maximum quality) will we achieve our aims of business, profitability, and sustainability.

All personnel within the group are responsible for the quality of their work. The Joloda Hydraroll Group provides training and has established systems to assist all personnel to achieve the standards required across the Joloda Hydraroll Group. While we endeavour to produce products and offer a service that we can be proud of, we have to recognise that we don't always achieve our own standards. When a customer complaints, we are committed to investigating the complaint and will do our best to put right all justified complaints.

The policy, organisation and procedures necessary to achieve the required standards are described in our Quality Management System (QMS). Management will set and report annual Objectives to encourage improvements in quality. The following are to be reported by all the Joloda Hydraroll Group: -

1. Analysis of Failure In Service's (FIS's), demonstrate a targeted reduction.
2. Analysis of On Time In Full (OTIF), demonstrate a drive to achieve world class results
3. A demonstrated attempt to increase customer feedback, to review customer satisfaction.
4. To achieve the targets set out in all Service Level Agreements.
5. At least one annual Management Review of the above.

Individual subsidiary objectives may be listed in the Quality Manual.

The Quality Manager is responsible for monitoring the quality system and regularly reports to the Operations Director (for presentation to the Board, Executive Management Team and distribution to the facilities), on the systems implementation, status and effectiveness

Michele Dematteis



CEO

Date: 19th November 2024