



QUALITY POLICY STATEMENT

The Hobson Group is a major supplier of high quality uniforms and accoutrements to the military, security services and civilian sectors.

The Group is involved in the design, development, manufacturing, storage and distribution of clothing, headwear and accoutrements and in the provision of support services to customers to ensure that their personnel are suitably equipped.

The Group Quality Policy complies with the requirements of ISO 9001 and is consistent with the vision, mission, values and strategic direction of the organisation.

Our Quality Management System is fundamental in our aim to be synonymous with quality, service and reliability. We will strive to fully satisfy the requirements of our customers and deliver sustainable value and satisfaction to our stakeholders. The highest levels of ethical and governance standards will be integrated within the system, ensuring adherence to statutory and regulatory requirements.


The Group's Senior Management are committed to the development, implementation, communication and maintenance of the Quality Policy, objectives, processes and effectiveness of the Quality Management System and will ensure the provision of appropriate resources and engage with, direct and support all personal to contribute to the effectiveness and continuous improvement of the QMS.

The Group's Senior Management shall;

- Be accountable and responsible for ensuring that customer requirements and applicable statutory and regulatory requirements are determined and met.
- Take ownership of, and accountability for the effectiveness of the QMS.
- Communicate the requirements of the system, within the organisation and to interested parties. Demonstrate commitment to the policies, processes and objectives through participation and engagement with the operation, measurement and outcomes from the system.
- Provide the necessary personnel and other resources to ensure the effective operation of the QMS, including direction, training, support and encouragement.
- Ensure that individuals have the appropriate responsibilities and authority to carry out their duties in line with the requirements of the QMS and are motivated and empowered to maximise their effectiveness.
- Set and review measureable quality objectives that are consistent with the requirements of the customers and stakeholders and that reflect the strategic direction of the organisation.
- Develop, implement and review risk management processes which identify the risks and opportunities that can affect conformity of products and services. Encourage a risk based approach, to issues, that seeks to identify, plan, implement, measure and evaluate the effectiveness of actions.
- Actively promote participation and engagement to achieve continuous, measurable improvements.
- Engage with suppliers and other relevant third parties to provide improved products and services.

This policy will be subject to annual review by the Group's senior management and where necessary, will be amended and re-issued.

Document approved for use :

Signed		Name	Richard Paige
Date	16-11-17	Position	Group Managing Director

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