

## 1. Introduction

HSP is a global supplier of valve and automation products for worldwide energy markets. HSP operates with a distribution platform operating from regional hubs in the UK & Middle East.

We are committed to be our customer's supplier of choice for the procurement, supply and project management of manual and actuated valves to the worldwide energy market. Design of actuator controls and ancillary equipment for valves and the control of conversion, modification and testing of valves and actuators to customer requirements.

The policy of HSP Valves Group Ltd is to provide products and services that fully comply with the specifications agreed with the customer, to continuously monitor and improve customer satisfaction and satisfy applicable requirements.

## 2. Quality

HSP Valves is committed to have the best processes in the industry and to further develop the "HSP" way of doing things. We understand that this can only be achieved with a comprehensive quality management system in place. To achieve this HSP Valves has established a fully certified quality management system in accordance with the standard demanded by our Customers, Partners and BS EN ISO 9001:2015.

The company is committed to providing a Quality System based on the best working practices. Our system is based around fully interactive process maps and utilises modern web-based CRM systems and Project & Work Management platforms.

Periodic management reviews are utilised to establish and review our Quality objectives and to ensure that our Quality Policy is reviewed for continuing suitability.

We aim to demonstrate our commitment to Quality by:

- Ensuring that our current and potential customers will receive an enviable quality of service on a consistent basis;
- Ensure all staff are trained and briefed on the quality system processes and documentation requirements so that they can implement the policies and procedures in their work;
- Retain and attract new customers to ensure the profitability and development of the company;
- Continuously assessing our customer's satisfaction levels to identify areas for potential improvement, review our objectives and involve staff participation.

Achievement of our objectives will ensure that HSP Valves maintains a respectable reputation for customer service for both new and existing customers.

Our main objective is to measure the delivery of quality through:

- Improved profitability and retention of clients.
- Consistently reviewing the quality system and implementing continual improvements where possible.
- The achievement of the company's business and quality objectives.

### **3. Counterfeit, Fraudulent and Suspect Items (CFSI) Prevention**

HSP Valves Group Limited recognises the risks and concerns associated with the supply of Counterfeit, Fraudulent and Suspect Items (CFSI) which may consequently be built into our products. We understand the requirement of our customers to ensure that their suppliers have processes in place to prevent this from occurring.

Counterfeit, Fraudulent and Suspect Items are those whose age, composition, configuration, certification or any other characteristic are different to those of authentic goods, however are still represented as original. The following list describes some of the ways that Counterfeit, Fraudulent and Suspect Items, or suppliers of them, may be identified:

- Cheaper than expected prices.
- Slight differences in packaging or labels.
- Shorter lead times than other suppliers.
- Sudden availability of obsolete or hard to source goods.

HSP Valves Group Limited have a number of processes in place to mitigate the risk of Counterfeit, Fraudulent and Suspect Items, as stated below:

- Clear technical specifications that are defined by the Customer or our Design & Engineering Team.
- Procurement and Warehouse/Workshop personnel are trained in and aware of CFSI.
- Where possible, we purchase directly from manufacturers or suppliers who have been evaluated and approved through our Quality System.
- Where necessary, incoming parts are accompanied by the appropriate certification.

If any CFSI are identified within HSP Valves Group Limited, all parties will be informed immediately, and use of the part will be ceased until we are confident that authentic parts have been supplied.

This policy is implemented across all HSP operations and is available to relevant interested parties, as appropriate.

### **4. Other Policies**

Employees are encouraged to read this policy in conjunction with other relevant Company policies, including but not limited to:

- Whistleblowing Policy
- Equality, Diversity & Inclusion Policy
- Bullying & Harassment Policy
- Anti-Bribery & Corruption Policy
- Corporate Social Responsibility Policy
- Code of Conduct & Ethics Policy
- Modern Slavery Policy
- Health & Safety Policy
- Environmental Policy

Derrick Mackenzie  
 Managing Director HSP Valves

<b>REVISION HISTORY</b>				
<b>Rev.</b>	<b>Effective Date</b>	<b>Description</b>	<b>Code</b>	<b>Owner</b>
00	Oct 2017	Policy Created	HR-PO-GP-011	Derrick Mackenzie – MD
01	March 2022	Policy Reviewed and signed	HR-PO-GP-011	Derrick Mackenzie – MD
02	June 2022	Logo updated	HR-PO-GP-011	Derrick Mackenzie – MD
03	June 2023	Policy format and regions amendments.	HR-PO-GP-011	Derrick Mackenzie – MD
04	August 2023	Update of industry sector	HR-PO-GP-011	Derrick Mackenzie – MD
05	February 2024	Updated to include CFSI	HR-PO-GP-011	Derrick Mackenzie – MD
06	December 2025	Updated section 4	HR-PO-GP-011	Derrick Mackenzie – MD
07	February 2026	Updated section 4	HR-PO-GP-011	Derrick Mackenzie – MD

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