

## QUALITY POLICY

The company is committed to providing and delivering the customer great product, great support and great marketing to make the management of our customers' compliance an easy and enjoyable experience.

We are committed to: -

- Meeting legal requirements.
- Continually improving our Integrated Management System.
- Meeting the needs and expectations of interested parties.

To achieve this, we will: -

- Provide our customers with a quality service in accordance with their expectations.
- Provide our customers with free content, information and industry insight to improve their service knowledge.
- Provide timely and accurate support to our customers.
- Listen to our customers when developing and enhancing our services.
- Provide an environment where staff can grow and learn new skills.
- Provide a return to shareholders.

We will measure our progress through: -

- Setting objectives.
- Documenting plans
- Reviewing performance.

We will enable this by: -

- Training our employees.
- Improving our services.
- Investing in resources.
- Investing in new technologies.

The authorised version of this policy is available to all personnel and interested parties on application.

Approved by:

Name: Paul Solomi  
Position: Managing Director  
Organisation: HSL Group Ltd

Signature:



Date: 05 Jan 2026