

Quality Policy

Quality Statement

At HATS, a commitment to consistent, high-quality services and deliverables for our clients is part of our approach to doing business in line with our core value of delivering to our commitments. The quality of our people, services and deliverables must be considered at all stages of the management and delivery of services, with clear documentation and evidence of our management plans being adhered to. This policy defines our commitment and responsibilities to achieve a desired and consistent level of quality of all activities, deliverables and outcomes.

Quality Commitments

To allow the quality of our people, service and deliverables to be considered at all times, HATS commits to:

- Allowing and supporting our people to develop and improve their professional and technical capabilities
- All activities, deliverables and outcomes that HATS undertakes and completes meeting acceptable levels of technical and professional quality
- Continual improvement of the quality of all aspects of HATS activities, deliverables and outcomes

Responsibility

HATS considers all HATS personnel as responsible parties in meeting the commitments stated in this policy so that all activities, deliverables and outcomes meet the desired and consistent level of quality. Ultimate responsibility of this policy and any supporting documents and procedures lie with the Directors of HATS.

All HATS personnel and sub-consultants are obligated to:

- Understand this policy, the stated commitments and their responsibility to meeting these commitments
- Follow this policy, Quality Management Plan and associated procedures

Supporting documents

The specific plans and processes that are required to be followed in order to achieve the commitments made in this policy are defined in the HATS Quality Management Plan and the level of conduct of the involved parties is defined in the Directors and Employees Codes of Conduct.

DIRECTORS SIGNATURES


Ryan Singh


Jiri Herza

5 April 2023


James Thorp