

Quality Policy

FMH Conveyors International Limited (UK), part of the Duravant Group, is a globally recognized leader in material handling solutions. With over two decades of experience, we specialize in designing and delivering high-performance conveyor systems for fluid truck loading and unloading, distribution, warehousing, sortation, and manufacturing environments. As a company committed to excellence, we place quality at the heart of everything we do.

Our Quality Management System, certified to BS EN ISO 9001:2015, ensures that our products and services consistently meet customer requirements and exceed expectations. We strive to deliver defect-free solutions on time and within budget, while continuously improving our processes and performance.

Quality is not just a standard, it is a core value that drives our operations, informs our decision-making, and strengthens our relationships with customers, employees, and stakeholders. Through clear objectives, robust systems, and a culture of accountability, we aim to foster trust, deliver long-term value, and maintain our reputation as a reliable and innovative partner in the material handling industry.

Purpose

This policy affirms FMH Conveyors International Limited (UK)'s commitment to consistently delivering high-quality products and services that meet customer expectations and regulatory requirements. It provides a framework for maintaining and improving our Quality Management System, promoting customer satisfaction, defining staff responsibilities, supporting strategic goals, and ensuring transparency through continual review and improvement.

In essence, the policy serves as a guiding document that embeds quality into the company's culture, operations, and decision-making, ensuring long-term value for customers, employees, and stakeholders.

Scope

This Quality Policy applies to all operations and activities of FMH Conveyors International Limited (UK) that impact the quality of products and services provided to customers. The scope of the Quality Management System (QMS) includes the design, manufacture, supply, installation, and servicing of system solutions and materials handling equipment for conveying, sorting, loose loading, and unloading.

The QMS encompasses all departments involved in these processes, including engineering, production, quality assurance, procurement, sales, and customer service. There are no exclusions from the requirements of ISO 9001:2015 within the defined scope.

Our Commitment to Quality

FMH Conveyors International Limited (UK) is committed to delivering high-quality, defect-free products and services that meet customer expectations and comply with all applicable statutory and regulatory requirements. Our Quality Management System (QMS), certified to BS EN ISO 9001:2015, provides a structured framework for continual improvement, customer satisfaction, and operational excellence. We recognize that quality is a shared responsibility and a strategic priority that extends across all levels of the organization.

In alignment with our broader commitment to health, safety, and environmental stewardship, we integrate proactive risk management, hazard elimination, and sustainability principles into our quality practices. This holistic approach ensures that our operations not only meet performance standards but also promote wellbeing and long-term value for our employees, customers, contractors, suppliers, and other interested parties.

The management has a continuing commitment to:

- Developing and continuously improving the Quality Management System to ensure it remains effective, relevant, and aligned with our strategic goals.
- Enhancing customer satisfaction by consistently delivering products and services that meet or exceed expectations.
- Fulfilling all applicable statutory and regulatory requirements, ensuring compliance and accountability across all functions.
- Establishing clear quality objectives at all relevant levels and functions and reviewing them regularly to drive performance and improvement.
- Promoting a culture of quality through effective communication, training, and engagement of all personnel.
- Ensuring the availability of resources necessary to maintain and improve the QMS, including skilled personnel, technology, and infrastructure.
- Monitoring and measuring performance through internal audits, management reviews, and customer feedback to identify opportunities for improvement.

Communication, Responsibilities and Monitoring

The Quality policy will be clearly communicated to all employees and interested parties. It will be prominently displayed on company noticeboards, published on the FMH website, and made accessible to all relevant stakeholders. Additionally, minutes or relevant extracts from Management Review meetings are shared with staff members in accordance with their roles and responsibilities, as a means of communicating the performance and effectiveness of the QMS.

All personnel are expected to understand and comply with the requirements of the Quality Policy and the contents of the Quality Manual. The organisation ensures full compliance with all applicable statutory and regulatory requirements.

We are committed to continual monitoring and improvement of our quality performance. Where appropriate, improvements are implemented to enhance the effectiveness of the QMS and to meet or exceed customer expectations. This policy will be reviewed annually, or sooner if significant changes in the business occur to ensure its ongoing relevance and suitability.

Signature  Date 3rd November 2025

Martyn Kingston
General Manager