

## Context of Organisation

The following policy statement is appropriate to the nature, scale and impact of activities, products, services and associated risks carried out by Hendry Hydraulics Ltd & Hendry Eurohoist Cylinders). It will be reviewed annually and communicated to all employees, other persons working under the control of the company and made available to other interested parties on request.

**Hendry Hydraulics Ltd & Hendry Eurohoist Cylinders aim not only to satisfy but also Exceed customers' expectations by providing them with a first class Quality Product or Service.**

Hendry Hydraulics Ltd consider all items that may influence the QMS performance, including external, internal, cultural, social, economic, technological, and legal factors.

- Internal Context: Hendry Hydraulics Ltd consider and aims to achieve the organisation's objectives, process, purpose, regulatory requirements, contractual relationships and sustainability. Review, Monitor and continually improve our processes.
- External Context: To ensure Hendry Hydraulics Ltd consider and comply with government regulations and changes in the law, the organisation's competition, economic shifts in the organization's market, events that may affect corporate image and to influence and embrace changes in technology.
- Interested parties: To consider valued external opinions from relevant parties for example customers, clients, end users, suppliers, regulation bodies, auditors, shareholders, local residents and society.



To achieve these considerations, Hendry Hydraulics have implemented a Risk Register **HH 05 – 10** to identify Weaknesses and opportunities and to install mitigating measures as required.