



Date as requested

Dear Sir/Madam,

It has become increasingly evident to us here at Häfele U.K. Limited, that many customers are keen to learn all they can about the existing quality, environmental and health and safety systems of suppliers, before choosing new, or whilst reviewing existing suppliers, and this is reflected in the increased number, and diverse nature, of the supplier assessment questionnaires which we are receiving and being asked to respond to.

Unfortunately, the sheer number of these questionnaires, and their often very comprehensive nature, precludes me from being able to respond to each one individually, as I am invariably requested to do so. However, to allow us to provide a fast, thorough and accurate response to customer inquiries, we have compiled an extensive profile of our company's main processes, accreditations held, performance statistics, staffing levels, insurance cover etc., in a question and answer format, which we hope will provide our customers with all of the information that they could possibly require.

Please refer to the website for the various attachments:

- ISO9001:2015
- ISO14001:2015
- ISO45001:2018
- F.S.C. certification
- The company's Integrated Management System (I.M.S.) manual index and policy statement
- Company insurance details

I trust that this information adequately meets your requirements. However, in the event of your requiring additional information, please do not hesitate to contact myself, as I will be more than happy to provide the required information.

Yours faithfully,

A handwritten signature in blue ink, appearing to read "Johnny Callaghan".

Johnny Callaghan
Integrated Management Systems Manager
Häfele U.K. Ltd.