



## QUALITY POLICY

**Hercules Hoists Limited** will retain its market leadership in providing hoisting solutions and extend its reach in unitized material handling.

We aim to achieve customer delight by delivering products as per agreed requirements on a timely basis.

This will be achieved through:

- ▶ Better customer engagement in pre-sale, order execution and after sales support
- ▶ Improving supply chain management by enhancing supplier capabilities for quality improvement, timely deliveries and cost management
- ▶ Developing competent and engaged Employees
- ▶ Improvement in processes and systems
- ▶ Strengthening risk management

Prakash Subramaniam  
President & CEO

October 1, 2017

