

# Quality Policy

Hiko Power Engineering Ltd (Hiko) strives to be the No. 1 power connector in every community. At Hiko this means, we focus on quality to:

- Fully understand our customers priorities to provide an effective, safe, and reliable solution the networks can depend on to keep the lights on.
- Design and source high quality, reliable products to safely connect communities to power for the future.
- Ensure all employees understand the Hiko quality ethos and involve the whole Hiko team, valuing all their inputs and contributions to continuous improvement.
- Promote a quality culture that develops value through research, design, manufacturing and delivering dependable products that are trusted and demanded by our customers.

Using these guiding principles, everyone in Hiko is accountable for quality and satisfying our customers by meeting or exceeding their needs and expectations with premium front to back solutions and services.

Our goal is 100% customer satisfaction 100% of the time.

This policy applies to all Hiko employees and provides the overarching framework for the Hiko integrated management system ('IMS') and its associated documented information.



Geoffrey Sullivan  
General Manager



S/11/2025  
Date