

**From:**  
Hukseflux management  
**Subject:**  
Hukseflux's quality and environmental policy statement

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## Quality

At Hukseflux, we define quality as the perception of positive properties. When it comes to our products, quality is expressed through specifications, reliability during use, and the overall user experience. This overall experience is determined by a variety of factors, including our corporate image, product design, customer communication, timely delivery and reliability as a supplier.

To ensure consistent quality, Hukseflux has implemented a quality management system based on ISO 9001. This internationally recognized standard requires a process-oriented approach to managing our organization, with a focus on identifying and meeting the needs and expectations of our stakeholders, enhancing customer satisfaction, and employing risk-based thinking.

At Hukseflux, a supplier of products, our quality management efforts at Hukseflux primarily revolve around the processes to generate realistic customer expectations and ensure that our products and customer service will meet or even exceed these expectations.

In our 'Laboratory 17025,' where we calibrate pyranometers and pyrhemometers, we work at the competence level required by the ISO/IEC 17025 standard. While this standard overlaps with ISO 9001, it sets higher requirements in specific areas.

Customer satisfaction serves as a measure of the extent to which expectations are met. Hukseflux has built a reliable organization that delivers dependable products, exceeding customer expectations, and promptly resolving any issues that may arise. We acknowledge that customer expectations evolve over time. Therefore, through our quality management efforts, we plan for continuous improvement of our products and organisational processes to meet these changing requirements.

Our organisational processes are structured to mitigate risks and prevent errors. In the event that errors do occur, we promptly report and rectify them, implementing measures to prevent their recurrence.

## **Environment**

Hukseflux takes into account its environmental responsibility in both its business operations and product design. We recognize an increasing demand from our employees and customers for sustainable practices. We also view environmental management as a potential driver of profitability, by enhancing our corporate image and identifying cost-saving opportunities.

Hukseflux has implemented an environmental management system based on ISO 14001. This framework adopts a process-oriented approach, emphasizing stakeholder identification, understanding their needs and expectations, and implementing effective risk management strategies.

Our environmental policy is tailored to the nature, scope, and environmental impact of our organization. During product development we consider the environmental impact of products and transportation over the entire product lifecycle, including manufacturing, usage, service and disposal. We continuously strive to reduce our environmental footprint in all aspects of our operational processes.

As a part of our environmental management practices, we monitor our environmental performance. Based on these evaluations, we assess the effectiveness of our policy and set goals to further improve our environmental performance.

## **Management**

Hukseflux's management is committed to conducting business in a professional manner. We accept full responsibility for providing high-quality products and services, including calibration services, to our customers, in accordance with the above quality- and environmental policy and our legal and compliance obligations.

Kind regards,

Eric HOEKSEMA and Kees VAN DEN BOS  
Directors