

## Hayes' Quality Systems Meets ISO Standards

Hayes Forest Services Limited (Hayes) has received confirmation from the International Organization for Standardization (ISO) that its Quality Management Systems meet worldwide standards. Deloitte Touche recently completed a registration audit for the Hayes office and shop facilities and Hayes Helicopter Services Limited. Hayes was found to be fully compliant with ISO 9001 standards and the company was granted a Registration Certificate.

"In 2002, our Environmental Management Systems were ISO 14001 Certified. This gave our customers the reassurance that Hayes' was committed to the very highest environmental management standards," says Donald P. Hayes, President of Hayes Forest Services Limited. "The ISO 9001 Certification now confirms the best practices we have been striving to achieve on the Quality Management Systems side of our company."

More than half a million organizations in more 60 countries are implementing ISO 9000 which provides a framework for quality management throughout the processes of producing and delivering products and services for the customer. Hayes is one of the few forest services companies in British Columbia to achieve ISO 9001 certification.

"ISO 9001 demonstrates our commitment to the highest standards of performance and leadership excellence in the industry," says Rick Jeffery, Vice President Corporate Development. "Regular audits will contribute to our focus on continuous improvement of our people, processes and systems."

"We are extremely proud of management and line staff who have work hard each day to achieve this operating standard," says President Donald P. Hayes. "The ISO 9001 Certification will enhance our competitiveness while increasing customer satisfaction and strengthening our supplier relationships."

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Recognized in 2003 for the third consecutive year as one of “Canada’s 50 Best Managed Companies”, Hayes is the leading forest services provider in British Columbia. With the broadest service offering in the industry, Hayes has been known for innovation and integrity since 1922. Based in Duncan, British Columbia, Hayes continues to be privately held by the Hayes family.

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> For further information on the ISO 14001 program, visit:

<http://www.iso.org>