

# Quality Policy

Sicame UK has been built on a long history of market leading products with a strong basis of customer focus which shapes how we conceptualise and practice quality.

We recognise that the quality of our products and services play an important part to the success of our customers, suppliers and our organisation and it plays a critical part in the development of our business.

We are committed to meeting the requirements of ISO 9001:2015 and creating value for our customers today and into the future by:

- Delivering differentiated products, reliably and securely - first time, every time, on time, as promised.
- Pursuing continual improvement of business processes and quality management system to enable class leading performance.
- Identifying and establishing quality objectives that will be cascaded through the organisation.
- Constantly renewing our knowledge, skills and techniques to innovate new ways to serve customers and enable new processes and technology.
- Valuing each other, our customers and stakeholders while honouring ethical, legal and statutory obligations
- Identifying and satisfying the needs of both its internal and external customers.
- Implementing and maintaining processes that will both support customer satisfaction and efficient operations within the business.
- Having a suitable management structure, which will involve senior management to ensure engagement in the quality system and its effective implementation.
- Ensuring all employees are aware of the quality system and their responsibilities in supporting it.
- Identifying and establishing quality objectives that will be cascaded throughout the organisation and will involve all of its employees.
- Undertaking periodical reviews to assess its performance against these objectives.
- Complying with all relevant legislation regarding its business operations and its products.

This policy will be reviewed at least annually, updated as necessary, applied and communicated to employees and stakeholders working for or on behalf of Sicame UK.

Ian Steel  
Managing Director

A handwritten signature in black ink, appearing to read 'Ian Steel', is written over a horizontal line. The signature is fluid and cursive.

Date

01 April 2019