

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

We recognise that the quality of our products and services plays an important part in 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.

Deliver Excellence: Delivering differential products, reliably and securely - first time, every time, on time as promised.

Meet Customer Needs and Expectations: Identify and fulfil the needs and expectations of both internal and external customers.

Continual Improvement: Strive for ongoing enhancement of our processes and quality management system to achieve industry-leading performance.

Comply with Legislation: Adhere to all relevant legislation regarding business operations and products.

Quality Objectives: Identify and establish quality objectives that will be communicated throughout the organisation, ensuring alignment at all levels.

Customer Satisfaction: Implement and maintain processes that support customer satisfaction and efficient business operations.

Engage Senior Management: Ensure senior management involvement in the quality system for effective implementation and engagement.

Employee Awareness: Ensure all employees understand the importance of quality and their role in supporting customer satisfaction and operational efficiency.

Review Performance Regularly: Conduct regular reviews to assess performance against an established quality management system.

Value People and Ethics: Respect and value our colleagues, customers, and stakeholders while honouring ethical, legal, and statutory obligations.

Knowledge & Skills: Constantly update our knowledge, skills, and techniques to innovate new ways to serve customers and achieve class-leading performance.

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

Stan James

Managing Director

Date: 29th September 2025