

QUALITY POLICY STATEMENT

At Swagelok Central UK, Quality is an integral part of our Organisation's Values.

These values guide our actions to anticipate the needs of existing and potential customers and react accordingly in order to deliver fluid system products and services that are faultless, safe, of the highest quality and fore fulfil customer's requirements. The achievement shall result in the recognition of Swagelok Central UK being seen as market leaders.

The management team is committed to:

- Ensuring quality, reliability, integrity, and long-term sustainability is at the heart of all business decisions.
- Complying with relevant laws, distributor policies and regulations as well as internal and customer requirements.
- Continual improvement of the QMS by ensuring the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed and the focus on enhancing customer satisfaction is maintained.
- Ensuring sufficient resources are made available within the Organisation to achieve this. Through communication, engagement, practical example and training that Quality is the aim of all associates of the Organisation.

The management team shall:

- Take accountability for the effectiveness of the QMS.
- Ensure the quality policy and quality objectives are established for the QMS and are compatible with the context and strategic direction of the Company. Quality objectives have been set and are maintained as part of the QMS internal auditing, monitoring, and management review processes, in order to enhance customer satisfaction.
- Promote the use of a process approach and risk-based thinking.
- Ensure that the resources needed for the QMS are available, including training, support, and encouragement.
- Communicate the importance of effective quality management and of conforming to the QMS requirements.
- Ensuring that the QMS achieves its intended results.
- Engage, direct and support associates to contribute to the effectiveness of the QMS.
- Promote improvement.
- Establish partnerships with suppliers and interested parties to provide an improved service.

A keyway to achieve this is by operating a Quality Management System (QMS) in accordance with the requirements of ISO 9001:2015. Through direction and support, each associate shall have a full understanding of the importance of the Quality System function, their responsibility to contribute to its effectiveness, and its direct relevance to the success of the Organisation. Equally, every associate is responsible for, and shall be trained to perform the duties required by his or her specific role.

At Swagelok Central UK we have implemented and maintain the Quality Policy through the application of our Quality Management System and the Strategic Plan. With the aim to sustainably create value and to exceed customer's expectations the Management Team effectively and efficiently shall monitor, measure, evaluate and enhance the following areas in line with the QMS:

Ensuring an unfailing commitment to delivering the product or service against the customer confirmed promise date.

1. Strive for zero customer disappointments by truly understanding the customer's need and acting upon it.
2. Quality defects are kept at a minimum through tight quality control and process adherence.
3. Ongoing training and continuous improvement in order to systematically and consistently do things better.

This policy shall be reviewed annually by top management and where deemed necessary shall be amended and re-issued. Previous versions of this policy are archived.

Signed:



Date: 05/06/2024

Position: Managing Director