

Quality Policy

Table Of Contents

1	Introduction	1
2	Scope.....	1
3	Scolmore's Goals	1
4	Policy Statement.....	1
4.1	Responsibilities.....	2
4.2	Business Partners.....	2
5	Revision And Approval.....	2

1 Introduction

The Scolmore Group - through its operative companies - designs, manufactures and distributes a range of sourced electrical accessories as well as lighting & lighting accessories, time switches, heating and energy controls, emergency luminaires and wiring accessories, all designed to meet the requirements of installers and contractors. It also sources a comprehensive range of electronic security and fire detection solutions.

2 Scope

This Policy applies to Scolmore International and all its subsidiaries: all collectively the Scolmore Group. It applies to the whole workforce, including permanent and temporary employees.

Specific operative companies' quality policies must comply with the spirit of the present Policy.

3 Scolmore's Goals

We are committed to offer a high-quality product and a customer service level that exceeds all customers' expectations, whilst complying with legal and regulatory obligations as well as with any other requirements deemed relevant to the business

4 Policy Statement

Scolmore Group, with the full support of the Directors and Strategic Managers, will

- Maintain an effective and efficient Quality Management System, where applicable, based upon the requirements of ISO 9001:2015.
- Comply with legal and regulatory obligations, as well as with any other relevant requirement.
- Analyse the causes of any customers' complaints or problems and take appropriate action to prevent reoccurrence.
- Proactively seek feedback from customers on how well our products and services meet their requirements and set objectives for continual improvement.
- Select and work closely with suppliers who enable the Group to create and deliver a reliable performance.
- Provide the framework for setting and reviewing measurable quality objectives and targets, including
 - High Standard of Customer Service
 - High/Ethical standard for Suppliers
 - Investment in Product Design & Development
- Provide a work environment that promotes the wellbeing of its employees and encourages positive teamwork.
- Recruit employees who are customer focused and support them with appropriate training and systems to ensure their competence always meets the Group's requirements.
- Document, communicate and improve awareness of quality matters to its employees and supply partners only.
- Encourage all employees to identify problems and make suggestions to improve all aspects of the Company's products and business processes
- Monitor and measure the effectiveness of its business processes and objectives through periodical management reviews and the internal audits.

- Ensure that all employees are aware of the Quality Policy and are committed to the effective implementation of the Quality Management System.

4.1 Responsibilities

The continual improvement of the Scolmore Group's Quality Management System is fundamental to the success of the business and must be supported by all employees as an integral part of their daily work.

The Board has overall responsibility for ensuring this Policy complies with our legal and ethical obligations, and that all those under our control comply with it.

All managers are responsible for implementing this Policy, monitoring its use and effectiveness, dealing with any queries and auditing internal control systems and procedures to ensure they are compliant.

Management at all levels are also responsible for ensuring those reporting to them understand and comply with this Policy and are given appropriate and regular training.

4.2 Business Partners

We expect all our business partners and particularly those in our supply chain to comply with our values and to have in place Quality Management Systems aligned with ISO 9001:2015 Standards.

5 Revision and Approval

This Policy does not form part of any Scolmore employee's contract of employment.

Scolmore Group reserves the right to amend any policies or procedures outlined within this Policy as deemed appropriate (including, but not limited to, changes required to comply with local legal or regulatory requirements) and any decision to do so will be made entirely at Scolmore's discretion.

This Policy will be reviewed annually and may be amended at any time.

Signed on behalf of the Board of Directors



Marie Parry

Group Chief Operations Officer

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