

# Integrated Quality and Environmental Policy

Since our incorporation in 1989 the Scolmore International Group has become a significant force in the electrical accessory market.

We're proud to be a British, family-run business, with an excellent track record of listening to what our customers need and providing the right solution every time.

The Company is very much built on people. Each individual makes a unique contribution to the business and its customers.

*"Our long-term business success and continuous growth is only possible by operating responsibly in alignment with universal standards."*

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## 1 SCOPE

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 controls, energy controls and emergency luminaires, all designed to meet the requirements of installers and contractors. It also sources a comprehensive range of electronic security and fire detection solutions.

### 1.1 WHO DOES THIS POLICY APPLY TO?

This policy covers the activities of Elite Security Products, Ovia, Unicrimp, Sangamo and Scolmore International, and informs the decisions and activities of every Company within the Scolmore Group, even if not specifically mentioned above.

It applies to the whole workforce, including permanent and temporary employees.

Specific operative companies' quality and environmental policies must comply with the spirit of the present policy.

## 2 SCOLMORE'S GOALS

Scolmore Group is committed to offer a high-quality product and a customer service level that exceeds all customer expectations, whilst

- complying with legal and regulatory obligations as well as with any other requirements deemed relevant to the business,
- operating with respect and care for the environment,
- aiming at preventing pollution and reducing its carbon footprint,
- without compromising the health and safety of its employees, contractors, customers or the public.

## 3 POLICY STATEMENT

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

- Maintain an effective and efficient Integrated Quality and Environmental Management System IQEMS, where applicable, based upon the requirements of ISO 9001:2015 and 14001:2015.
- Comply with legal and regulatory obligations, as well as with any other relevant requirement.
- Analyse the causes of any customer complaint or problem and take appropriate action to prevent reoccurrence.
- Proactively seek feedback from customers on how well its products meet their

requirements and set objectives for continual improvement.

- Identify and review the significant environmental impacts of its business activities and review them periodically to ensure they are still relevant.
- Select and work closely with suppliers who enable the Group to create and deliver a reliable performance, while working towards solutions aimed at waste and packaging reduction, when possible, without compromising on products protection.
- Provide the framework for setting and reviewing measurable quality and environmental objectives and targets, including
  - High Standard of Customer Service
  - High/Ethical standard for Suppliers
  - Investment in Product Design & Development
  - The reuse, recycle and reduction of packaging and waste
- Provide a work environment that promotes the wellbeing of its employees, the protection of the environment, the prevention of pollution 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 environmental and 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 Management Reviews and the internal audit process.
- Ensure that all employees are aware of the Quality and Environmental Policy and are committed to the effective implementation of the IQEMS

### 3.1 RESPONSIBILITIES

The continual improvement of the Scolmore Group's Integrated Quality and Environmental 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.

The Chief Operating Officer under the guidance of the Group Legal and Compliance Manager is 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 responsible for ensuring those reporting to them understand and comply with this policy and are given appropriate and regular training.

### 3.2 BUSINESS PARTNERS

We expect all our business partners and particularly those in our supply chain to comply with our values.

## 4 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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