

Quality Policy Statement

Swagelok Swagelok London, Türkiye & Caspian is a leading supplier of high-performance fluid system components and related services for use in applications where reliability and safety are paramount. Our values drive us to meet and exceed our customers' expectations through sustainable and profitable actions. We prioritise efficiency, innovation and cultural sensitivity, ensuring our operations benefit all stakeholders and the environment. Our commitment goes beyond immediate business needs, embracing a holistic approach to sustainability and stakeholder satisfaction.

Our Quality Policy is enacted through the Quality Management System (QMS) and informed by the Strategic Plan. To meet this requirement we have established an effective QMS following the requirements defined in ISO 9001:2015, Swagelok Quality System-Distributors (SQS-D), relevant legislation, technical standards and safety standards as applicable.

Swagelok London's Senior Leadership Team (SLT) and Business Unit Leaders (BUL) take accountability for the effectiveness of the QMS and are committed to achieving this by monitoring, evaluating and measuring quality across the enterprise, using data and seeking structured feedback from customers and other stakeholders to identify opportunities to improve in order to consistently do things better.

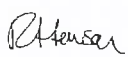




Our objectives are to:

- Strive for Zero Customer Disappointments by:
 - Reducing the number of Cases and credits raised
 - Implementing effective corrective actions to avoid repeat errors by ensuring SLT and BUL are competent in using Disciplined Problem Solving and root cause analysis
 - Establishing a robust risk assessment process to identify the highest risks to protect our reputation, brand and all stakeholders
 - Our objectives are SMART (Specific, Measurable, Achievable, Relevant, Time-bound), focusing on maintaining data to assess effectiveness and setting clear timelines and targets. We are committed to transparently reporting our progress, thereby enhancing accountability and building stakeholder trust

Specifically, our QMS will:

- Align with purpose, context and Strategic Goals and Initiatives;
- Help create structures and establish resources to get desired results;
- Create supporting policies, procedures and tools;
- Select, define and standardise quality measures across the business;
- Allow BULs to establish the performance targets for enterprise-wide improvements to QMS;
- Enable regular reporting of quality measures;
- Drive digital transformation and data utilisation by leveraging technology, including data analytics to enhance efficiency and accuracy. This strategy promotes a data-driven culture that supports continuous improvement.
- Sustain and demonstrate an effective and efficient corrective actions process;
- Provide a framework to review existing and, where appropriate, set new quality objectives at least annually to maintain suitability;
- Promote process approach and risk-based thinking;
- Ensure clear communication and awareness of our QMS across the team. By providing regular training, updates, and resources, we equip every staff member with the knowledge and tools necessary to fulfil their role and meet our quality objectives, fostering a culture of quality;
- Ensure roles, responsibilities and authority are well-defined and communicated across the company;
- Acknowledge the diversity of our markets; our policies are shaped with awareness of cultural nuances and global standards. We commit to understanding each region's unique needs, ensuring inclusivity and sensitivity in all interactions;

Full details of the processes and procedures of the Swagelok London QMS are included in the Company Quality Manual.

Richard Hewson	Gosia Simpson	Simon Amies	Danny Krijnen	Victoria Wesson
				
Managing Director	Director of Business Operations	Director of Engineering Services	Regional Director -Caspian and Central Asia	Head of Internal Sales & Customer Excellence

Author:	Gosia Simpson	Last Modified:	01/07/2025
Original Date:	06/02/2019	Version:	3.0
Reviewed:	01/07/2025	Next Review:	23/04/2026
Changes Log:	Date of change: 02/01/2025	Updated Managing Director from Adrian Wynne to Richard Hewson	
	Date of change: 01/07/2025	Updated company trading name from Swagelok London to Swagelok London Türkiye Caspian	
		Updated SLT members	