

# Quality Policy

Wire Aid is committed to an operating philosophy based on openness in communication, integrity in serving our customers, fairness and concern for our employees and responsibility to communities within which we operate. We are committed to satisfying the applicable requirements of ISO9001, maintaining our current certification and the continual improvement of integrated management system. Additionally, we are dedicated to creating a profitable business culture that is based on the following principles:

## Our Customers

Customer needs are at the forefront of our business.

We continue to proactively seek out and meet our customer needs while addressing all requests expeditiously without creating false expectations.

We strive to consistently meet or exceed our customers' expectations by delivering products and services that comply with relevant applicable standards and customer specific requirements supported by processes that enable us to sustain a robust and world class business.

## Our Community

Wire Aid recognises its responsibility to the broader community and the environment. We practice social responsibility, encourage our employees and suppliers to do the same and comply with all legal, safety and environmental obligations. We are committed to protecting the environment, preventing pollution at our facilities, and addressing the challenges of climate change by minimising our impact, using resources efficiently, and supporting sustainable initiatives..

## Quality Objectives

Our quality objectives are measurable and regularly reviewed to ensure effectiveness. These include maintaining ISO 9001 certification, achieving a high level of production and client satisfaction, and continually improving our systems and processes to strengthen resilience, sustainability, and long-term success.

Managing Director  
01/10/2025

