



## Quality Policy

The objective of Morco Products Ltd is to

- 1) Quality: Provide high-quality products or services that meet or exceed our customers expectations. 2) Reliability: Dependability and consistency in delivering products or services are crucial for customer satisfaction.
- 3) Value for Money: Offering a bespoke service to our customers and want to feel that they are getting good value for the price they pay. 4) Convenience: Ease of access, use, and availability are essential factors for many customers. 5) Customer Service: Responsive and helpful customer support is critical in addressing queries, concerns, and issues. 6) Innovation: Some customers value innovation and look for products or services that incorporate the latest technologies or trends. 7) Trust and Transparency: Establishing trust through transparent business practices and communication is vital. 8) Customization: Providing options for customization or personalization can cater to individual preferences.

As such, the Board of Directors of Morco Products Ltd is committed to the following:

- establishing measurable quality and business objectives that are consistent with the organisation's context and strategic direction, and that address any risks and opportunities associated with them;
- monitoring and measuring the effectiveness of its business processes and objectives through management reviews and the internal audit process;
- ensuring that the organisation complies with all necessary regulatory and legal requirements; and
- ensuring that quality objectives help Morco Products Ltd achieve customer requirements by:
  - Providing a high standard of customer service; Working with a high standard of suppliers, and providing technical excellence.

To achieve this objective, the organisation maintains an effective and efficient Quality Management System that is based upon the requirements of ISO 9001:2015.

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

This policy has been authorised by

A handwritten signature in black ink, appearing to read "D Reagh".

23.04.25