

Qualco UK Quality Policy

Providing a high quality, professional and ethical service and product is vital to our business because we value our clients and supplier relationships. The goal of the Company's Quality Policy is to ensure our products and services consistently conform to the highest standards of performance, reliability, security and value. This is in accordance with all applicable legislation and other regulatory requirements. We have established a Quality Management System, designed to meet the requirements of ISO9001: 2015, in order to provide a framework for measuring and improving our products and performance. It is the responsibility of every employee to implement our Quality Policy.

It is the policy of **Qualco UK Limited** to:

- strive for continuous improvement and innovation of our products and services to our clients, in balance with the commercial viability. We establish clear communication to understand what is needed to succeed and regularly gather and monitor client feedback. We commit to making changes based on regulations that affect the end consumer in order to offer a fair, ethical and responsible solution to adapt to the changing market and to encourage client best practice and thereby retention.
- endeavour to maintain a highly secure, reliable and quality product; ExtraCollect and use our technical and industry expertise for continuous development and innovative improvements.
- communicate our objectives to all employees, who are aware of their individual obligations in respect of Quality Assurance and to provide them with regular training.

Qualco strives to sustain a management system that will achieve our business objectives and seek continual improvement in the effectiveness and performance of a management system based on "risk". Our objectives for 2022 are:

- To establish clear communication with clients to understand what is needed to succeed and regularly gather and monitor client feedback
- Retain our existing client base
- commit to making changes based on regulations that affect the end consumer in order to offer a fair, ethical and responsible solution to adapt to the changing market
- To strive for continuous improvement in service
- To provide a highly secure, quality product
- To select our partners based on regulatory compliance and high standards of service
- To strive to employ, retain, develop skilled people; maximising their potential
- provide a safe working environment and correct and efficient equipment for all staff to fulfil their job roles

This Policy has been approved and authorised by:

Name: Christian Jacob
Position: Managing Director
Date: April 2022