

ICOM SCOTTECH LTD – QUALITY POLICY (ISO 9001:2015 ALIGNED)

Icom Scottech Ltd is committed to providing products and services that consistently meet customer requirements, along with all applicable statutory and regulatory obligations. Our objective is to enhance customer satisfaction through the effective application of our Quality Management System (QMS) and the continual improvement of its processes.

The Company has established, implemented, and maintains a Quality Management System that conforms to the requirements of **ISO 9001:2015**. This system provides a structured framework for the control of processes, effective internal and external communication, risk-based thinking, and the creation and retention of appropriate documented information necessary to support quality objectives and operational performance.

Quality objectives are established at relevant functions and levels within the organisation and are aligned with the strategic direction of Icom Scottech Ltd. These objectives are monitored, reviewed, and updated as appropriate to ensure the ongoing effectiveness of the Quality Management System.

Icom Scottech Ltd is committed to a culture of **continual improvement**, recognising that all processes can be evaluated and enhanced to improve efficiency, quality performance, and customer satisfaction. Opportunities for improvement are identified through monitoring, measurement, analysis, audit results, management review, and customer feedback.

All employees are responsible for supporting this Quality Policy. Personnel are required to understand the relevance of their activities to quality objectives and to operate in accordance with the procedures and controls defined within the Quality Management System. The Company is committed to ensuring that staff are competent, supported, and provided with appropriate training and development to fulfil their roles effectively.

Top management demonstrates leadership and commitment to the Quality Management System and ensures that adequate resources are made available for its effective operation. The Office Manager is appointed as Management Representative and is responsible for monitoring, maintaining, and reporting on the performance and effectiveness of the Quality Management System.

This Quality Policy is communicated within the organisation, made available to relevant interested parties as appropriate, and is reviewed regularly to ensure its continued suitability, adequacy, and alignment with the strategic direction of Icom Scottech Ltd.

Lee Jackson BSc MIET

Managing Director
Icom Scottech Ltd
1st of January 2026