

## QUALITY POLICY STATEMENT

Coen Steel is committed to supplying products and services which exceed the needs and expectations of our customers and satisfy any related regulatory and statutory requirements. We are also committed to continually improving the effectiveness of the Quality Management System to ensure an increasing level of customer satisfaction.

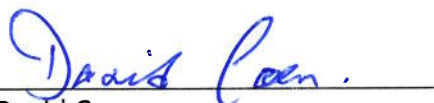
In order to meet these commitments, Coen Steel maintains a Quality Management System, which complies with BS EN ISO 9001:2015.

Top Management shall commit to this by :

- Taking accountability for the effectiveness of the QMS.
- Ensuring the quality policy and quality objectives are established for the QMS and are compatible with the context and strategic direction of the Company. Quality objectives have been set and are maintained as part of the QMS internal auditing, monitoring and management review process, in order to enhance customer satisfaction.
- Promoting the use of a process approach and risk-based thinking.
- Ensuring that the resources needed for the QMS are available, including training, support, and encouragement.
- Communicating the importance of effective quality management and of conforming to the QMS requirements.
- Ensuring that the QMS achieves its intended results.
- Engaging with our customers to ensure we understand their needs and that we can satisfy these.
- Engaging, directing, and supporting persons to contribute to the effectiveness of the QMS.
- Promoting improvement.
- Supporting other management roles to demonstrate their leadership as it applies to their areas of responsibility.
- Establishing partnerships with suppliers and interested parties to provide an improved service.

This policy will be communicated to all employees. Employees are expected to co-operate and assist in the implementation of this policy.

This policy will be reviewed annually by top management and where deemed necessary will be amended and re-issued. This policy is available to relevant interested parties, upon request.



David Coen  
Managing Director

Reviewed: August 2023