The Managing Director has established the following Quality Policy ensuring that all employees are made fully aware of this policy statement. The Directors are committed to this policy and will review it for continuing suitability.

QUALITY POLICY STATEMENT

It is the policy of WILO (UK) Ltd to document and maintain a Quality Management System that always complies with the requirements of ISO 9001:2015 and satisfies all applicable regulations and legislation.

All Employees of the Company are made fully aware of this policy statement, which can be summarised as:

To meet or exceed the expressed or implied expectations of our customers with respect to Product Quality, Reliability, Performance and applicable regulatory standards.

To invest in staff training and new equipment in order to improve customer satisfaction to the level where the number of customer returns is continually reduced.

To develop employee awareness in the organisation to assist in the continual improvement of the performance of the Company.

To develop dialogue with customers to identify their needs and expectations what will lead to continuous improvement of products and services supplied.

To operate a comprehensive quality management system that satisfies the requirements of ISO 9001:2015 and any applicable statutory or regulatory requirements and leads to the continual improvement in its effectiveness.

To establish quality objectives with Department Managers utilising a framework based on a risk review of applicable context issues and the needs and expectations of relevant interested parties.

Dated: 01/01/2026

Review Date: Annually Jan 2027

Managing Director: Mr Lee Tebbatt

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