

 <b>Special Piping Materials</b>	<b>Document Title:</b>	<b>Quality Policy</b>	<b>Rev:</b>	25
	<b>Status/Change Details:</b>	Management review of policy, but no changes were necessary.	<b>Date:</b>	31/01/2024

## Our Mission

Special Piping Materials Limited (SPM) is the leading global stockholder and supplier of pipes, fittings and flanges. All top management within the SPM Group identified the needs and expectations of those interested parties that are deemed critical to ensuring our products meet all expectations, and who would have an impact on our organisation and quality management system if their needs and expectations were not effectively addressed.

The company supplies an extensive range of piping products in a variety of high-grade materials including Duplex, Super Duplex, 6% Moly, Nickel Alloys and other difficult to source grades of materials. Our products are used across numerous industries worldwide, including Oil & Gas, Petrochemical, Nuclear, FPSO, LNG and Water Treatment.

## Our Vision

Top Management demonstrate Leadership by having a clear vision of our organisation's strategic direction, objectives and culture through understanding our industry, statutory and regulatory and customer requirements. Leaders strive to continually meet and exceed customer expectations and promote a culture of risk-based thinking, including anticipating current and future needs which could lead to identification of opportunities for improvement i.e. new markets, developments etc.

Our customers expect reliable and optimum cost products that are fit for use and have the desired quality in accordance with customer requirements and specifications and delivered in an accurate and timely manner. The companies within the SPM Group believe in the concept of customers and suppliers working together in pursuing this policy and in continually striving for improvements in service quality.

To achieve the quality objectives to support our vision and meet our commitment to this policy we will:

- Value our customers through open communication and timely responses
- Monitor our performance through regular audits and key performance indicators (KPIs)
- Monitor and manage supplier performance
- Provide employees with the information, instruction, training and supervision to enable them to carry out their work effectively
- To ensure employees incorporate the principles of our CSR policy into their day-to-day work activities

The Quality Objectives will be communicated to all employees with a full explanation of how these will support the Company's efforts in meeting the purpose of this Policy, and ultimately achieving customer satisfaction.

On behalf of the SMT, the QMS has our full support, and we ensure that everyone within the organisation is committed to fulfilling the requirements of our customers in the execution of their duties and through the continuous improvement and regular review of this policy and the QMS.

Signed: \_\_\_\_\_



Alex Forth Managing Director

Date: \_\_\_\_\_

TUESDAY 1ST FEBRUARY 2024