



Quality Policy Statement

Siyam Radiator, a leader in the design and manufacturing of OE, custom, and aftermarket radiators, Charge air coolers, Condensers, and related parts, has been setting industry standards for over 30 years. Our commitment to excellence is demonstrated through high-quality products, superior service, competitive pricing, and timely delivery.

Our management system is certified to ISO 9001 standards, ensuring consistent quality and reliability in our products and services.

Our Quality policy is to:

- Deliver products and services that exceed our clients' expectations and meet all requirements.
- Continuously enhance the effectiveness of our quality management system and the provision of our services and products.
- Provide staff with comprehensive training on quality documentation to effectively implement policies and procedures.

Implementation Strategies:

- Maintain a quality management system certified to ISO 9001:2015
- Set and review measurable quality objectives to ensure they are achieved.
- Foster continual improvement of the QMS by addressing risks and opportunities that can affect product and service conformity and enhance customer satisfaction.
- Allocate necessary resources and clearly communicate responsibilities throughout the organization.
- Collect structured feedback from customers and staff to guide improvements.
- Adhere to established methods and customer specifications in all activities.



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Commitment from Top Management:

- *Satisfying applicable requirements by ensuring that customer and applicable statutory and regulatory requirements are determined, understood and consistently met.*
- *Continual improvement of the QMS by ensuring the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed and the focus on enhancing customer satisfaction is maintained.*
- *Take accountability for the effectiveness of the QMS.*
- *Ensure 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 processes, in order to enhance customer satisfaction.*
- *Meeting customer and regulatory requirements.*
- *Promoting a process approach and risk-based thinking.*
- *Providing the resources needed for the quality management system (QMS), and ensuring the QMS is effective and achieves its intended outcomes.*
- *Ensure that the resources needed for the QMS are available, including training, support and encouragement.*
- *Communicating the importance of quality management and compliance with the QMS.*
- *Engaging and supporting personnel to enhance QMS effectiveness.*
- *Fostering continual improvement and leadership across all levels of management.*
- *Developing partnerships with suppliers and interested parties to enhance service delivery.*

This policy is communicated to all employees and external parties working on behalf of Siyam Radiator. It is reviewed annually and adjusted as necessary to remain effective and relevant. All stakeholders are encouraged to engage with and support this policy to ensure safety, environmental stewardship, and risk-free operations.

This policy is available to relevant interested parties, upon request.

Signed

CEO, Siyam Radiator