QUALITY POLICY STATEMENT

BMS-OPA-POL-0002

Optima Products Asia specialise in the manufacture and supply of internal glazed partitioning systems and it is our policy to place quality at the forefront of everything we do to ensure satisfied customers and compliance with applicable standards and statutory requirements.

This policy forms the basis for our business management system and the way we operate through the development of established processes and setting of key objectives identified at Management review meetings and includes the following:

- To operate a Business (Quality) Management System to comply with the requirements of ISO9001:2015.
- To apply the principles of this quality management standard to all our activities, thereby achieving a true organisation-wide quality system.
- To develop, document and operate processes which will allow us to provide services of the highest quality.
- To implement measurements across our business to establish the performance of our processes and to provide a basis for their continuous improvement. Our key performance indicators being:
    - Client Satisfaction
    - Profitability
    - Safety
    - Product Quality
    - Supplier Performance
    - Subcontractor Performance
- To develop and introduce new products and services based on the needs of our clients by monitoring customer feedback.
- Ensuring that all employees are involved in the drive for excellence in our business as we believe that the abilities, knowledge and experience of our staff are our most valuable resource and will assist staff to enhance their knowledge through the provision of training and opportunities for personal development.
- Ensuring all outsourced services are controlled and monitored such that they are fit for purpose and continue to meet Optima's high standards.
- To focus our efforts on ensuring that all our customers are completely satisfied with the products and services we provide to them.

Signed



James Durham
Divisional Supply Chain Director

Date 27th Jan 2026