

QUALITY POLICY

Scope

Servomex is a global leader in Gas Analysis and Gas Analysis Systems. We enable change by using our expertise to empower our customers to deliver a cleaner, healthier, more productive world. Our worldwide influence is fortified by an expansive Global Service Network and comprehensive Global Expert Solutions. For the latest advancements in products and services, we encourage you to explore our official website www.servomex.com.

Our Policy

At the heart of Servomex's operations is a steadfast commitment to quality. This commitment is reflected in our [ISO9001:2015 certification](#), which extends across both our UK Technical Centre HQ in Crowborough and our US Technical Centre in Boston. This certification is all-encompassing, spanning every facet of our operations. For a comprehensive list of certifications, please refer to the '[Quality Assurance](#)' section on our website.

Servomex's Values

Embedded within our corporate fabric are our Values - Be true; Own it; Aim high. These principles resonate throughout every aspect of our endeavours. For a detailed view of our '[Code of Business Ethics](#)', we invite you to explore the '[Global Commitments](#)' section on our website.



Servomex's Strategic Direction

- **Customer Engagement:** Continuously collaborate with customers to solve their business challenges.
- **Operational Excellence:** Stabilise and enhance manufacturing sites and develop effective business systems through SBS (Spectris Business System), based on lean manufacturing principles.
- **Reduced Complexity:** Making it simpler to design, manufacture, launch, sell and support our product portfolio.
- **Foundational investment:** Within the constraints of the business, we will continue to organically make significant investments in people, facilities, products, technologies and routes to market.
- **NPD & NVI:** Accelerating revenue growth through the introduction of new products and services in a controlled and structured manner

These strategic pillars align with our Quality Objectives and focus on strengthening product and service quality, improving delivery reliability, and embedding a prevention-led culture to consistently meet customer expectations and support long-term business performance.

Operational performance is measured using Core Value Drivers (CVDs), which are closely aligned with Servomex's Strategic Direction. The CVDs are monitored by relevant functions and are subject to regular review by the Senior Management Team.

Our products and services continue to evolve to meet changing customer needs. This evolution takes place within the framework of applicable industry standards, statutory requirements, and regulatory obligations.

For detailed information on product and service compliance, please refer to the Resources section of our website (including product and certificate manuals), as well as the Product Compliance section.

Central to our ethos is an unwavering commitment to continuous improvement. This is driven through the application of the Spectris Business System (SBS), which is firmly rooted in Lean manufacturing principles. Through this approach, Servomex actively delivers initiatives and projects focused on ongoing performance enhancement.



James Gravestock

13th April 2026