

The Falkland Islands Company

POLICY STATEMENT

Quality Policy Statement

The Falkland Islands Company Limited ("FIC") is a wholly owned subsidiary of FIH Group plc, a publicly owned company quoted on the AIM market in London.

The company's main areas of activity embrace retailing (including food, clothing, electrical goods, home furnishings, gifts and DIY), construction of residential and commercial property, letting of residential property, the sale and hire of 4×4 vehicles, travel services (including flight bookings, airport transfers, and luxury coach and walking tours for tourists), insurance, agency services for cruise ships and fishing vessels, and the provision of freight and shipping services to and from the Islands.

FIC has been in operation for over 160 years. Over the decades, we have aspired to build a multiskilled workforce and an inclusive working environment in order to meet the needs of our customers.

> Our mission is to be the Falklands' best, caring for our customers, colleagues and community by providing outstanding service, innovation and value.

We endeavour to provide our customers with products and services that meet, and wherever possible exceed, their expectations. In providing products and services to our customers, we will comply with all applicable statutory, regulatory and other requirements. As a demonstration of our commitment to quality, we have implemented a management system that meets the requirements of ISO 9001:2015.

We are committed to continual improvement and have established a management system that provides a framework for setting our quality objectives and for measuring and improving our performance.

Compliance and improvement are monitored through process measures and internal audits, and the management system is maintained through the timely implementation of corrective actions.

This policy is communicated, understood and applied within the company, and all FIC staff take responsibility for the effective operation of the company's Quality Management System.

This policy is available on request to interested parties and relevant stakeholders.

Signature: _____

Stephen Scott

Managing Director, The Falkland Islands Company Limited

Date: 21 / 10 / 2026