

# QUALITY POLICY STATEMENT

Secura Monde International Limited (SMI) places particular emphasis on knowledge, experience, expertise, capability, reliability and quality and strives to ensure that our products and services meet the needs and satisfaction of our customers at all times in accordance with customer, statutory and regulatory requirements, as well as SMI's policies and procedures.

Senior Management are dedicated towards implementing the SMI Quality Management System and for achieving and maintaining ISO 9001:2015 certification. SMI endeavours continually to improve the effectiveness and implementation of the Quality Management System and satisfy all applicable requirements relevant to the business.

To realise this commitment, Senior Management have established the following objectives as a cornerstone of the Quality Management System:

- To comply consistently with the requirements of ISO 9001:2015 and all Legal & Statutory requirements by continually seeking to improve the effectiveness of The Quality Management System and overall performance.
- To understand our markets, our customer's needs & expectations and continuously seek to improve our services to enhance customer satisfaction and to develop our industry knowledge, skills, and experience to provide the most up to date, relevant and timely consultancy advice.
- To provide the highest levels of service to our customers.
- To maintain a healthy work environment that enables personnel to achieve their objectives.
- To provide confidence to customers that their requirements for quality are being achieved in the delivered product or service.
- To develop a framework for establishing & reviewing Quality Objectives.
- To provide confidence to management and personnel that the requirements for quality are being fulfilled and maintained, and that improvements in quality are continuously being delivered.
- To provide continuous training and development for personnel in line with SMI's needs.

In order to achieve these objectives, it is the policy of SMI to review the suitability and effectiveness of the Quality Management System and work processes on a consistent basis in conjunction with all managers and personnel, whose contribution and input is seen as vital in the improvement and development of SMI.

The Quality Management System and this policy is seen as essential for the long-term success of SMI and will be communicated to all personnel through initial induction, meetings, ongoing development and training to ensure continued adherence and compliance with requirements.

This statement is available to all personnel and interested parties available on the SMI website or by asking the Quality Manager. The policy will be regularly reviewed (at least annually) by Management and amended or added to as appropriate.



**Jonathan Ward**  
**Managing Director, 17/07/2018**