

QUALITY POLICY

COMMITMENT

Equalizer International is committed to providing products and services of the highest standards to fulfil our customers' and the company's expectations and satisfy applicable requirements. The processes in place for the quality assurance of our operations shall help to ensure that our management system complies not only with customer and company needs but also with relevant industry standards and guidelines.

With clear leadership and commitment from top management and involvement from all employees, we will work together to continually improve the quality element of our management system.

STATEMENT OF OBJECTIVES

It is **Equalizer International** policy that so far as is reasonably practicable, that we shall conduct all our activities in such a way as to:

- provide products and services of the highest standard and reliability
- seek continuous improvement of our quality performance
- comply with all applicable certification requirements
- achieve zero client complaints relating to products and services provided
- minimise the number of internal non-conformances
- be the leading supplier of products and services in the market area in which we operate

IMPLEMENTATION OF OBJECTIVES

To achieve these objectives **Equalizer International** seeks to:

- assure quality in all aspects of our business
- develop a high level of quality awareness amongst all employees
- provide competent personnel who are suitably qualified, trained and equipped
- encourage the involvement of all employees to fulfil their obligations under this policy, to ensure the quality of their own work and of others
- ensure that employees comply fully with the controlled procedures conducted at each worksite through internal audits
- conduct structured investigations of client complaints and internal non-conformances in order to establish root causes and implement suitable effective preventive actions
- ensure that the equipment provided by the company or on its behalf is fit for its intended purpose
- audit the implementation of this policy
- monitor and openly report our quality performance, both good and bad

RESPONSIBILITIES

Responsibility for compliance with this policy lies with the board of directors and top management and their respective department managers. It is also the responsibility of individuals to take ownership and responsibility for the quality of their own work. Everyone must make an effort to be aware of the potential consequences and risks associated with the non-compliance of this policy.

This policy statement has the complete support of the management and staff of **Equalizer International** and shall be reviewed annually as a minimum and regularly monitored for effectiveness.

Authorised by the: **Group Managing Director**

Name: **John Morgan**

Signed:



Date:

22/11/16