

**QUALITY POLICY**

Dun-Bri Group is committed to providing product and service according to client's expectations in terms of quality and reliability and will ensure that adequate resources are available to sustain our planned business objectives.

It is our policy to commit and maintain a quality system designed to meet the requirements of EN ISO 9001:2008.

We ensure that this Quality Policy is communicated and understood throughout the organisation.

Client service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on client service.

We have established Process Quality and Management Objectives which are subject to regular review to ensure that they remain suitable. In our pursuit for quality we have set the following Management Objectives;

**QUALITY OBJECTIVES**

1. Ensure our services are in strict compliance with international, national, and corporate standards and requirements.
2. The professional and technical level of the services we provide must correspond to or exceed that of the leading enterprises and organisations operating in our market.
3. We are solely responsible to our clients for the quality of the services provided.
4. We will always provide the most cost efficient services to our clients when compared with other companies operating in our market.
5. We will continue to develop and implement new services that fully satisfy the needs of our clients.
6. We continuously monitor all communication of complaints and claims from clients and strive to maintain these at zero.
7. We are all employed as professionals and shall maintain our certifications and qualifications to the highest standards.

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The strategy for achieving the goals is the following:

1. We are focused on our process management and are working continuously on the improvement of our services and always meeting our markets' requirements).
2. Our goal is the satisfaction of our clients by fully meeting their requirements to the highest standards within the shortest periods of time.
3. We will work hard to understand the needs of our clients and to meet their present and future requirements.
4. We will offer full transparency so our clients can obtain access to information on the quality of the services we are providing them.
5. We will apply strict quality assurance procedures at all stages of the services life cycle, with well defined personnel responsibility for quality assurance written into all contracts.
6. The primary focus of all our members of staff is on the prevention of a possible decrease in quality rather than on measures to restore the quality level.
7. We will provide consistent training of all our members of staff in the sphere of quality; it is everybody's job to participate in the improvement of services.

To ensure the organisation commit and maintains its awareness for continuous improvement, the Board have established, implemented and review this policy to ensure that the Quality Management System is adequate and effective.

Signed \_\_\_\_\_ Date \_\_\_\_\_

Position \_\_\_\_\_ Review Date \_\_\_\_\_