
3.0 Quality Policy

The Quality Policy of the group is as follows:

Top management ensures that our corporate policies are established and communicated to all employees at all levels of the organization through documented training, regular communication and reinforcement during annual employee performance reviews. The policy statements act as a compass by providing the direction and framework for establishing key corporate level performance measures and related improvement objectives and targets.

The Managing Director has overall responsibility for defining, documenting, implementing and reviewing our corporate policies in consultation with the management teams and other personnel, or their representatives. The policy statements encompass elements of the quality management system including quality, environmental and health and safety commitments. The policies are reviewed at least annually, as part of the management review programme, or at a frequency dictated by other requirements.

SM Engineering Controls Ltd is committed to an operating philosophy based on openness in communication, integrity in serving our customers, fairness and concern for our employees and responsibility to the communities within which we operate. Our vision is to exceed customer expectations for quality, safety, sustainability, cost, delivery and value. Additionally, we are dedicated to creating a profitable business culture that is based on the following principles:

OUR PEOPLE

The group is committed to equality in employment opportunity and rewards, embracing wholeheartedly the cultural diversity within the communities we call home. Our employees' welfare and interests are foremost throughout all aspects of our business and how we conduct our affairs. SM Engineering controls Ltd is committed to:

- Creating and nurturing an environment of success based on honesty and integrity
- Equitable sharing in the success of the company
- Empowerment through training and communication
- Individual growth and equal opportunity
- Designing and providing a safe and secure work environment

OUR CUSTOMERS

Customer needs are paramount and represent the highest priority within our business. Our obligation is to proactively seek out and define customer needs while addressing all requests expeditiously without creating false expectations.

OUR COMMUNITY

The group is committed to supporting the communities within which we operate. We believe in the practice of social responsibility and encourage similar behavior in our employees and suppliers. We support the conservation of the physical environment and the prevention of pollution at our facilities. We proactively comply with all applicable safety, environmental, legal and regulatory requirements to which we subscribe.

OUR QUALITY

Beginning with a clear definition of customer expectations, we strive to consistently meet or exceed them. We adhere to all applicable standards and customer specific requirements and endeavor to provide processes that ensure we achieve this in order to build a robust and world-class business. We also ensure that we provide adequate communication and feedback to our suppliers, to ensure incoming quality satisfies our expectation, and that of our customers.

OUR BUSINESS PROCESS

We establish and employ metrics that are used to measure our performance against core objectives that cover operational parameters such as health and safety, quality, the environment, materials management, and customer satisfaction. We continually improve effectiveness and efficiency by monitoring our objectives through internal auditing, analyzing data, reviewing performance and implementing corrective and preventive actions. The overall mission of our quality management system is to minimize, and eliminate risk of poor quality.

Signed:

Managing Director

Date: 25th September 2024