

# AZI SAFE

RISK  SAFE

FIRE  SAFE

HEALTH  SAFE

TECH  SAFE

ROAD  SAFE

GUN  SAFE

## CORPORATE POLICY 4.4

### *Quality and Customer Service*

Version: 1.01  
Valid to: February 2018  
Issue: 22 of February 2015

### 1. INTRODUCTION

This document outlines AZISAFE's policy on Quality and Customer Service. AZISAFE's objective is to deliver products and services that fully meet our client's expectations. We achieve this through our exceptional people who are committed to their clients and supported by technical excellence and robust systems that are continuously improved.

### 2. SCOPE

This policy applies to all AZISAFE employees worldwide.

### 3. POLICY

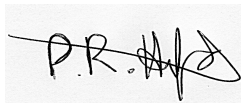
To implement this policy and maintain our commitment, management and staff will:

- Establish, document, implement and maintain a Quality Management System with measurable objectives and targets
- Provide the infrastructure and resources needed for quality; including the education, training, skills and experience of our people;
- Define and communicate quality responsibilities and authorities;
- Understand customer requirements prior to commencing any work;
- Maintain and improve integrated communication processes;
- Continually review our quality objectives and the strategies that underpin them;
- Plan and conduct regular audits and management reviews of the quality management system and operating practices to ensure its ongoing suitability, adequacy, effectiveness and evolution;
- Meet customer needs and expectations whilst complying with all legal and contractual obligations;
- Ensure quality issues and non-conformances are resolved through effective and expeditious corrective and preventive actions; and
- Foster a culture of open and honest appraisal and communication of audit results and performance data, including our successes.

AZISAFE recognises that building value for its employees and customers is underpinned by the quality of its products and services. This requires the total commitment and cooperation of management and staff. It is the responsibility of all individuals to enhance our reputation as a customer focused company that consistently delivers the highest quality.

### 4. AUTHORISATION

This policy has been authorised for implementation by;



Paul Hurford  
Managing Director