

## Quality Policy Statement

Socius Works and Services are committed to providing customers with service of the highest possible level of quality. We aim to continually improve our processes and services, to meet and exceed customer expectations at all times. The policy shall be communicated and propagated to enable all personnel to recognize and accept our philosophy of quality service delivery, accepting accountability for their own output.

### Commitment

- Regularly communicate with the customer to identify their needs and customize to deliver the service offering.
- Forge partnerships with our suppliers and major players in the process industries to ensure optimum business performance. We also ensure that our suppliers and partners that may be used in the delivery of our services also comply with our quality philosophy and company policies.
- Implementation of a planned, controlled, documented Quality Management System integrated with other management systems that can conform to the BS EN ISO 9001:2015 standards and all applicable legislations in the regions we operate.
- Provide extensive employee training, thereby ensuring that all personnel deployed are competent.
- Promoting the ideal of teamwork and collaboration of personnel to achieve the objectives of the organization.
- Continual improvement in all business processes to ensure that they remain relevant and effective to the changing needs of our customers.
- Set SMART objectives and measure achievement through KPIs for all appropriate business processes. Communicate the performance to all personnel within the organization.
- The effectiveness of our quality system shall be monitored by planned audits, management reviews and customer satisfaction surveys to ensure quality service delivery.

In order to maintain our commitment to high levels of quality service delivery, we proactively seek to annually review the Quality Policy.

*This Quality Policy Statement will be displayed prominently, and access to the complete Quality manual detailing procedures will be available on the premises for reference by any employee.*

Managing Director