

Quality Policy

In accordance and conformity with ISO 9001:2015 Quality Management System Requirements¹, Socfindo adopts this Quality Policy and commits to the following:

Provide products and services of the highest quality that are sustainable, fully compliant with national and international standards and that meet and exceed customer's expectations.

Socfindo ensures quality through its quality management process which incorporates the Plan-Do-Check-Act cycle, risk based thinking and embeds as part of its process a commitment to continual improvement of both the quality of the product as well as of the quality management system itself.

In doing so, Socfindo relies on the following principles :

- Focus on customer's satisfaction
- Leadership shall always maintain and promote an excellence and continuous improvement culture
- Engage with people and inspire them
- Use a Process Approach
- Practice evidence-based decision making
- Be proactive in relationship management

This Policy will be implemented throughout our organization, through our operational procedures and work instructions which are designed to guide our operations and achieve our quality objectives.

Revised and adopted by Socfindo
in June 2019

¹ Quality Policy Requirement 5.2.1, ISO9001:2015 Quality Management System Requirements.