



QUALITY POLICY

1. Company's Policy

The Company has established a "Quality Policy" in accordance with the relevant Policy and definitions as given in Annex A "Definitions" of this procedure. Responsible for the drafting and review of such policy is the Quality Manager. Responsible for approval of the quality policy is the General Director.

The main concern of company is meeting the needs and expectations of its customers and providing them with high quality services. Company has realized that in order to meet their objectives in the best possible way and be able to respond to market demands have to implement its work within a certain framework defined by the specification of quality. Therefore, company has been harmonized with the quality policy which outlines the following points:

1. Continuous improvement.
2. Use of modern technological processes for the allocation of services.
3. Close monitoring of market developments and needs.
4. Monitor and respond immediately to requests and questions from customers.
5. Keeping agreed with its customers.
6. Requiring suppliers to meet quality standards desired by the Company.
7. Direct detection of non-compliance and initiate corrective and preventive actions.
8. Provide necessary tools and knowledge to all staff of the Company.
9. Growing spirit of cooperation to all the staff of the Company.
10. Monitoring and compliance with laws and regulatory requirements.

The "Quality Policy" should be exhibited in prominent positions at Company premises.

Every person involved in the implementation of the Company's IMS must be familiar with Company's policy, procedures and instructions and must be aware any changes / revisions / amendments.

2. Company's Procedures

In order to achieve the Quality Policy and objectives, the Company has implemented a QSMS that meets as a minimum the requirements of the ISO 9001 standard as specified in this management system and documented in Annex B "ISO 9001 Compliance Matrix" of this procedure. Furthermore compliance with "ISO 28007 Due Diligence Compliance Matrix" documented in Annex C, ISO 45001, ISO 14001, ISO 27001 & ISO 37001.

3. Exclusions from ISO 9001 Standard

Due to the nature / subject of the Training Courses and the Technical Services provided, the Company does not use any monitoring or measuring devices / equipment. Therefore the Company's IMS excludes the clause 7.6 "Control of measuring and monitoring devices" of ISO 9001 standard.

4. IMS IMPLEMENTATION

The Company ensures effective implementation of the Quality & Security Management System by:

1. Keeping a documented system in compliance with ISO 9001, ISO 28007, ISO 45001, ISO 14001, ISO 27001 & ISO 37001 standards.
2. Allocating a management representative (Quality Manager).
3. Providing enough monitoring measures such as record keeping and record reporting controls.
4. Providing adequate resources for effective implementation.
5. Ensuring that all necessary inspections / audits are fully completed within due time.



6. Monitoring customer requirements and satisfaction.
7. Taking appropriate corrective and / or preventive actions for every deficiency identified.
8. Setting quality targets and monitoring the effectiveness.
9. Continually improving the Integrated Management System