

It is the aim of SWGR to achieve the highest attainable level of Quality and Reliability services, exceeding customer's expectations whenever possible and continuously identify opportunities to improve.

The management of SW Global Resourcing Ltd. is committed to operating a business system which complies with the requirements of ISO 9001.

Management are committed to meeting and enhancing the requirements of their customers. Leadership and Strategic direction from Senior Management is key to this and as such is paramount within the business.

This will be achieved by setting and monitoring objectives and targets which measure these requirements and our organisation's effectiveness. The company objective's and targets are published via our management systems and are available centrally through line management. Progress towards achieving the objectives and targets will be measured and analysed at quarterly management review meetings, the outputs from which are also available through line management.

Additionally SWGR use a risk-based approach to address the requirements of the business both internally and externally. And we follow the steps of plan-deliver-check-act to ensure all processes are adequately resourced and managed and that opportunities for improvement are followed up. At SWGR we give our people the right information, advice, training so they know their responsibilities and are competent to work and we hold everyone accountable for their behaviour. Importantly we have effective channels of communication to encourage all employees and their representatives to contribute to improvements in our quality performance.

SWGR will work with our suppliers and customers to establish and maintain the highest quality standards.

We are also committed to continual and progressive improvement of our business processes and services delivered to our customers. This will be through quality programmes managed by all staff at SWGR.

This policy and its procedures will be reviewed on an annual basis or more frequently as necessary to meet new legislation or industry standards.

**Signed:**



**Raj Sinha**  
**Group Managing Director**