



Geneva Head Office Quality Policy 2010-2011

Our vision is to be the **best worldwide provider** of trade security and facilitation services.

To this end, we must provide our clients with the **highest quality of service**, so as to meet their individual needs and exceed their expectations. In so doing, it is our intention to be recognised as a **highly professional inspection company** by our own clients and by the business community in general.

This will be accomplished by:

- Regarding **Quality** as an essential management tool,
- Maintaining and **continuously improving** a Quality Management System that complies with relevant requirements,
- Making sure that all in the Company **share the same quality goals**, and have the **means to achieve** these,
- Developing and maintaining a **high level of staff motivation** through suitable in-house training schemes, involvement in process design and the sharing of responsibilities,
- **Communicating** the client's view of our performance to all company levels,
- **Consolidating our internal knowledge** through the promotion of in-house research and technical exchange

Approved: 7th June 2010

Robert M. Massey
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