



QUALITY POLICY

The policy of **GLOBE WILLIAMS INTERNATIONAL** (Facility, Environmental, Security) is to manage its services/operations in such a way as to fully meet the requirements and expectations of clients and other stakeholders by providing services that comply with the legislative and regulatory requirements governing its operation.

GLOBE WILLIAMS INTERNATIONAL undertakes to:

- ❖ fully meet client requirements and legislative, regulatory and other requirements;
- ❖ offer quality services at competitive cost, leveraging its human resources, know-how, materials and equipment in the best possible way;
- ❖ identify threats and exploit opportunities to enhance client satisfaction and achieve continuous improvement;
- ❖ implement, review and constantly improve the effectiveness of the Quality Management System (QMS) in line with the international ISO 9001:2015 standard.

This can be achieved by:

- ❖ setting quality targets and monitoring them during management review;
- ❖ identifying and allocating the necessary resources to ensure the effective operation of the organisation;
- ❖ selecting suitable staff, determining their responsibilities and providing training;
- ❖ monitoring process performance and the level of products / services provided;
- ❖ implementing corrective measures and steps to address threats and leverage opportunities which ensure client satisfaction, confirmation of implementation and evaluation of the effectiveness thereof.

GLOBE WILLIAMS INTERNATIONAL's senior management appoints a Quality Manager and assigns to him/her the necessary competence and responsibility so that he/she can:

- ❖ ensure implementation of the Quality Management System;
- ❖ address quality-related problems at any time;
- ❖ propose solutions to improve the Quality Management System;
- ❖ ensure that information about client requirements is promoted within the company.

GLOBE WILLIAMS INTERNATIONAL's philosophy includes setting measurable quality objectives which are checked when implementing the QMS and reviewed along with the quality policy in terms of their suitability and effectiveness, how they match client requirements and the legislation, and adaptability to constantly improve the company and support its strategic orientation.

GLOBE WILLIAMS INTERNATIONAL's policy is fully binding on all employees at all levels of the organisation. The same applies to each client, external associate or supplier and in general to any interested party.

15/2/2021

The CEO