

QUALITY POLICY

We as INNOVATIVE PROTECTIVE SERVICES N.V. (INPROSER) strongly believe that Quality Principles are the fundamentals to sustain and develop our Protective Services in Suriname and the region.

Quality is integral to all our working practices. We believe that it is critical to the success of our business. The key elements of our approach to Quality are based on the following Quality Principles:

Customer focus

We depend on our customers and are personally committed to supply them adequate, innovative and high-quality solutions that conform to their requirements. Our aim is always to meet or exceed our customers' expectations and be the standard for others.

Leadership

The Senior Management is committed to maintain compliance with all statutory, regulatory and contractual requirements. We will provide an internal environment in which our people can become fully involved in achieving the organization's quality objectives. Senior management understands their responsibilities in ensuring that the processes and requirements of the Quality Management System are communicated with and understood by all staff members.

Engagement of people

We aim to recruit and retain highly motivated and competent people. Our people are our most important resource. We encourage their full involvement in order to develop their abilities for the benefit of the individual and the company. The quality management system and associated processes are developed in association with members of staff with the aim of supporting the setting and achieving of quality objectives and ensuring that the company's overall strategic objectives are attainable.

Process approach

We will manage our activities and resources as a series of planned processes to produce the right service, at the right time with minimum wastage, while seeking to maximize efficiency. Our individual processes will be structured into a documented Quality Management System that meets the requirements of ISO 9001:2015.

Improvement

We are committed to the continuous improvement of the services that we provide and to the effectiveness of our Quality Management System. We will set clear quality objectives and monitor our progress towards their successful achievement. We will conduct audits and record non-conformities with the aim of making improvements where needed to ensure a consistent customer satisfaction.

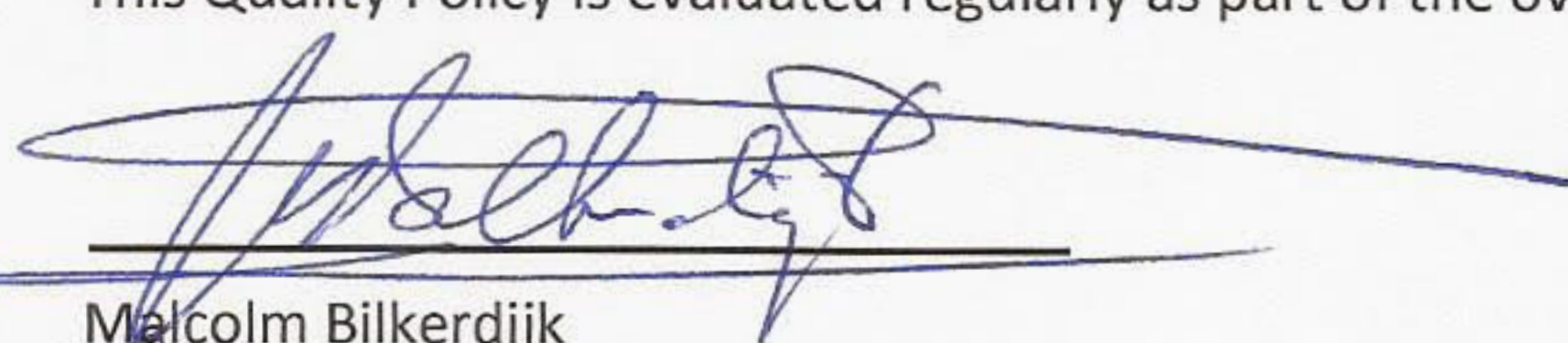
Evidence based decision making

We will measure our performance in key activities using data provided by department managers and use the data collected to make informed and effective decisions on how to improve our processes.

Relationship management

Our clients, suppliers and collaborative business partners are interdependent. We will seek to develop mutually beneficial relationships to improve Quality leading to greater reliability, enhanced services and increased efficiency.

This Quality Policy is evaluated regularly as part of the overall review of the Quality Management System.


Malcolm Bilkerdijk
CEO

Date: 17-10-2020