



Group Quality Policy

The Malcolm Group are committed to ensuring that our services meet or exceed our customers requirements.

We strive for continuously improving our services to our customers. We seek customer feedback in order for us to better provide services and solutions to our customers needs.

We have implemented this Quality Management System to ensure that all employees work to satisfy the requirements of our customers and the current ISO 9001 Standard. We have set measurable objectives to monitor this, and review these objectives at our management review meetings.

The Quality Management System is monitored and maintained by regular scheduled Internal Audits conducted by competent Internal Auditors.

All system processes and practices are regularly reviewed by top management to ensure continuing suitability and effectiveness. We are committed to the continual improvement of our quality management system and determine the improvements required to meet the changing needs of our customers.

For and on Behalf of the Malcolm Group

Andrew B. Malcolm (Group Chief Executive)

July 2013