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# Quality Policy

## PURPOSE

Optimal's goal is to become a market leader by providing innovative services that exceed our Clients' expectations. We are committed to providing our Clients with the best value physical asset management solutions across the various industry sectors we operate in.

## SCOPE

This policy is applicable to all Optimal entities. Our aim is to ensure that the needs of our customers are clearly understood, met and exceeded through close liaison at all stages of the work. The Company's Quality Policy calls for continual improvement in its business activities and all our activities will be conducted based on the following principles:

## Optimal will:-

- Consistently provide services that exceed our customer expectations.
- Ensure compliance to all applicable statutory and regulatory requirements.
- Achieve customer satisfaction by reviewing and applying customer requirements.
- Monitor and continually improve, measure and assess the QMS as defined in the Quality Plan OAMS-GEN-PLN-001.
- Assign responsibilities and resources to meet client requirements.
- Maintain focus on customer enhancement.
- Communicate our Quality objectives and our performance against these objectives throughout the company and interested parties.
- Adopt a forward-looking view on future business decisions for risks which may have Quality impacts.

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We will update and train our staff in the needs and responsibilities of Quality Management and provide the personnel and resources to ensure that the importance of meeting and exceeding customer requirements are communicated and understood throughout our organisation.

We will conduct all work to a high professional standard with technical and commercial integrity. This policy will be reviewed for continuing suitability and effectiveness at Management Reviews and as required and appropriate as defined in the Quality Plan OAMS-GEN-PLN-001. The ultimate responsibility within the company rests with the Board of Directors who are responsible for all matters pertaining to the Quality System.

Signed:



Position: Director

Date: 25 January 2020

OAMS-GEN-POL-001