



## Salama Fikira

### Quality Policy – Salama Fikira

The Quality Policy is communicated to the whole organisation through but not limited to visual display at work areas, awareness sessions, and team meetings. The policy is reviewed from time to time by the top management for its continual suitability. Quality Policy for Salama Fikira is as follows:

Our Quality Policy is defined and strongly driven by the following management principles and behaviours:

1. Build a mutually beneficial relationship with our clients, ensuring their long-term success, through the understanding of their needs.
2. Achieve our commitments for quality, cost, and schedule.
3. Adopting quality as a way of life in all our business processes.
4. Enhance the use of best preventive practices at all levels and ensure reliable risk management.
5. Drive continual improvement and innovation based upon efficient business processes, well-defined measurements, best practices, and client surveys.
6. Develop staff competencies, creativity, empowerment and accountability through appropriate development programmes and show strong management involvement and commitment.
7. As a team, we shall always be guided by strict adherence to laid down procedures, and will strive to be competitive and always protect and uphold our clients' interest without compromising Quality standards set.
8. Implement and achieve highest standards of training services through the Salama Fikira Training Wing.

Salama Fikira strives to be the best provider of Risk Management services in the industry. Through the use of these guiding principles, everyone in Salama Fikira is accountable for fully satisfying our clients by meeting or exceeding their needs and expectations with the best solutions and services. The company operates a system that regularly evaluates its processes and customer needs and has set quantifiable objectives with plans in place to ensure that they are reviewed year on year for continual improvement. Our goal is 100% client satisfaction.

The Compliance Manager is entrusted with the authority and responsibility for the control of the Quality and to ensure that all legal, regularity and applicable requirements are met such as compliance with local Health and Safety law and other regulation.

This quality policy will be reviewed from time to time by top management to ensure its continued applicability.

**Conrad Thorpe OBE**

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