

Quality Policy

The SSH Group strives to achieve and maintain the highest standards of quality in all aspects of our business. We do this to ensure our products and services are to the highest standard and our performance exceeds our customers' requirements and expectations.

The SSH Group Quality Strategy is to encourage and apply the intellect, innovation, and integrity of all members of the SSH Group Team to continuously improve our market competitiveness, and our efficiency in delivering a superior service.

1.1 Our Commitment

Leadership and commitment by our Management Team ensures we:

- ▶ Understand and take ownership of our quality and service standards;
- ▶ Provide value-adding service and achieve high levels of client satisfaction;
- ▶ Understand and meet all applicable customer, statutory, regulatory, and relevant industry requirements; and
- ▶ Are encouraged to voice new ideas and innovations and continuously review and improve our work processes.

1.2 Our Responsibility

The SSH Group Quality Aim is to be the company of choice for our employees and our customers.

Our objectives, targets and Management Plans detail our goals and aspirations each year, along with how we plan to deliver and measure our success in the achievement of these milestones.

We are committed to continual improvement of our business and our management system, via organisational excellence and continual quality awareness. Our management system meets all requirements of ISO 9001:2015 – Quality Management Systems.