

## Quality Policy

CEMAR's goal is to deliver simple, secure and effective contract management software, consultancy and training. We will think customer in everything we do.

- We will provide solutions that combine the requirements of contract management with practical real-world environments. We will ensure our products and services comply with good practice across the industries under which they are used.
- We will make available to the construction industry project management tools and services that significantly increase the likelihood of successful contracting. In providing these services we will maintain high levels of security, resilience, accessibility and continuity of service.
- We will continually improve performance and evolve our products and services through periodic review; harnessing innovation through robust internal challenge, collection of customer feedback and development suggestions. Our customers, suppliers and supporting consultants will identify CEMAR as a well-respected, dependable company.
- We will continue to strive to surpass customer expectation across our services whilst achieving affordable value for money.
- We aim to achieve the above by implementing a Quality Management System (QMS) that complies with the international standard ISO 9001. The scope of our QMS is "**The development and hosting of software for contract management and programme control for the construction and other market sectors. The development and provision of training services for these contracts and for the Company's own software solutions. The provision of consultancy advice services.**"
- This Quality Policy is communicated throughout our company, our website and our suppliers. CEMAR's management team, together with all employees, are committed to complying with ISO 9001 requirements, continually improving the effectiveness of our QMS, and meeting our legal, regulatory and any other applicable requirements.
- CEMAR provides training and has established systems to assist all personnel to achieve the standards required. While we endeavour consistently to meet our customers' expectations, we have to recognise that we don't always achieve our own standards. When a customer complains, we are committed to investigating the complaint and will do our best to rectify the situation and to learn from it.
- The policy, organisation and procedures necessary to achieve the requirements are described in our Quality Management System. Quality objectives are agreed annually at Management Review meetings and reviewed for effectiveness. At these meetings we ensure that this policy and the quality objectives remain compatible with the strategic direction and the purpose and context of our organisation.

Signed:



Position: CEO

Dated: 26<sup>th</sup> July 2017