

Quality Management Policy

POLICY STATEMENT:

Sangfroid Group Ltd is committed to delivering high-quality services that meet or exceed our clients' expectations. We adhere to the principles of the ISO 9001 Quality Management System to ensure continuous improvement and customer satisfaction across our operations in international risk management and protective services.

OBJECTIVES

Client Focus: Understand and meet the needs of our clients by maintaining effective communication, providing tailored solutions, and actively seeking feedback to enhance relationships.

Quality Management System: Implement and maintain an effective Quality Management System that is regularly reviewed for adequacy and effectiveness, ensuring compliance with ISO 9001 standards.

Continuous Improvement: Foster a culture of continuous improvement through training, performance evaluation, and utilising data-driven insights to enhance our processes and services.

Stakeholder Engagement: Engage and support our employees and stakeholders in understanding and achieving quality objectives by providing necessary resources, training, and development opportunities.

RESPONSIBILITIES:

Management Commitment: Senior management will demonstrate leadership and commitment to implementing the Quality Management System by providing resources and promoting a culture of quality across the organisation. improvement, and comply with established quality processes and procedures.

REVIEW AND COMMUNICATION:

This Quality Management Policy will be reviewed annually to ensure its effectiveness and relevance. It will be communicated to all employees, partners, and stakeholders, reinforcing our commitment to quality and providing a framework for setting and reviewing quality objectives.



Harry Hayes
Chief Operating Officer

22 August 2025