

# Quality policy statement

June 2022

## Quality Policy Statement

SANWA specialises in the provision of international trading services to its Clients whilst maintaining the highest ethical and professional standards.

The main objectives of the Company are to:

- a) Operate to the satisfaction of our Clients, the Regulators, our Staff and our Subcontractors, and
- b) Provide these services in a professional and ethically responsible manner.

To achieve these objectives and satisfy the expectations of Clients, the Company is totally committed to implementing and maintaining Sanwa's Quality Management System conforming to the requirements of AS/NZS/ISO 9001:2016

Quality issues arising are identified and resolved with speed, professional efficiency and economy. We focus our resources, both human and technical, on the prevention of quality deficiencies to satisfy the organisational goal of "right first time...every time". To ensure that these ideals are met, a system of continual improvement is in place. There is a formal mechanism for setting and monitoring quality objectives.

The successful operation of the System relies upon the co-operation and involvement of personnel at all levels. Our commitment to quality will ensure the continued success of our Company and the satisfaction of Clients, Regulators and Subcontractors.

The Quality Manager is authorised to ensure that the requirements of this Quality System are implemented. Any issues that cannot be resolved between departments or personnel shall be brought to my attention for final resolution.



Ron Ferster  
Managing Director

23.06.2021