

At OGS Group we all share the responsibility for driving continual improvement of our Quality Management Systems. We believe that the business support processes that we offer, reinforced by our Business Model and our Code of Ethics, will ensure that we deliver consistent outstanding performance for high quality products and services provided to our clients.

We are committed to quality, integrity and excellence in everything that we do and our ISO 9001 certified Quality Management System reflects this to give OGS Group and Clients confidence that:

- Client requirements can always be met;
- Individual competencies and employee commitment will drive efficiency;
- All processes are described concisely and employees are trained and encouraged; and
- The OGS Management System will be integrated and streamlined through continuous improvement.

The entire line management is accountable for the implementation of this policy and the OGS Management System and shall remain committed to:

- Leading by example, and guiding employees in understanding and following processes and procedures;
- Providing consistency in approach to meeting business and client requirements whilst maintaining compliance to applicable statutory and regulatory requirements; and
- Sharing good practices and knowledge;

By doing this, all OGS employees will contribute to the first of our “Business Values”: Client focus.

We will achieve this by setting Quality objectives to measure and review the following to better monitor our performance ensuring ongoing value and reliability to our clients:

- Implement and sustain a robust audit programme to achieve effective process performance;
- Measure our performance against stakeholder needs to uphold predetermined high standards; and
- Maintain a process to continually improve the OGS Management System ensuring relevance and value add.

We commit all employees of OGS Group to abide by and implement our policies and procedures in order to enhance our reputation as a client focused company.

