



QUALITY POLICY

Our Vision is to continually deliver excellent value & establish lasting relationships with our customers by exceeding their expectations and gaining their trust through our exceptional services.

Our Mission is to understand our client needs to deliver high-quality service on time. Our company will be recognized for innovative and collaborative, having long-term relationships with our clients and supply chain, while contributing to the community in which we operate.

Our Quality Management System has been designed and implemented to global standards and forms the foundation of a strong customer focused culture that is engrained in all our business processes helping to deliver exceptional services that exceed customer and regulatory requirements at all times.

With this promise, the Directors, Managers and Staff of CRISTALLO are fully committed:

- ❖ To implement, practice and continually develop a Quality Management System that is commensurate and aligned with CRISTALLO's strategic objectives;
- ❖ To establish and support our quality objectives that is measurable, monitored and reviewed;
- ❖ To ensure all our customer needs and expectations are determined and fulfilled with the aim of exceeding customer satisfaction;
- ❖ To provide all necessary resources for the functioning and maintenance of the Quality Management System;
- ❖ To continually monitor the performance and improve the effectiveness of the Quality Management System;
- ❖ To communicate throughout CRISTALLO, the importance of meeting customer needs and all applicable statutory and regulatory requirements;
- ❖ To promote awareness of the Quality Management System through staff education, training and dissemination of information;

The Quality Policy is well informed and visible to all employees, suppliers, business partners and is also available on our website. The Policy is reviewed as part of the Management Review for its continuing suitability and objectivity.

Ihusan Rasheed
Managing Director
1st Dec 2022



