

QUALITY POLICY

Mi Compliance Ltd. (Mi Compliance) is committed to a quality-focused approach to ensure that its transport and safety training, consultancy services, and related operations consistently meet customer expectations.

Our primary objective is to achieve and sustain high levels of customer satisfaction. To accomplish this, we prioritize understanding the context of our business and implementing effective managerial and operational systems. Consideration of stakeholder interests and proactive risk management are key to driving the company's continuous growth and improvement.

We believe in fostering strong partnerships with customers and suppliers, working collaboratively to improve the quality of our training, consultancy, auditing, and safety services. This includes adhering to all legal obligations and other applicable requirements.

The Quality Policy is built on three core principles:

1. Accurately identifying and meeting customer needs.
2. Analysing our processes to identify potential errors and taking corrective action to prevent them.
3. Ensuring that every team member understands their role and performs it correctly the first time.

To implement this policy effectively, staff will be responsible for identifying customer requirements and following the correct procedures to fulfil them.

Objectives aligned with this policy will be set, reviewed, and monitored through Management Reviews to ensure continuous improvement and adherence to the policy's principles.

The principles and objectives of this policy will be consistently communicated and made accessible to all staff. Training and development will play a central role in achieving these objectives.

Mi Compliance is dedicated to operating under the controls of a Quality Management System aligned with the International Standard ISO9001:2015, integrated with our other management processes.

We are all committed to maintaining this standard, driving continuous improvement, and upholding the necessary Quality Approvals to meet and exceed customer expectations.

Director: W. BIRCH

Date: 18/11/2024

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Next Review Date: April 2025

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