

Quality Policy

VISION: Compass Kazakhstan is committed to supply quality operational and transportation services in a timely and safe manner to our customers, ensuring that we meet their requirements the first time, every time

MISSION: The long-term business success of Compass Kazakhstan depends on our ability to continually improve the quality of our services and products that we provide to our customers, ever mindful of the need to protect people and the environment. Emphasis must be placed on ensuring health, safety, environmental protection, quality enhancement and community goodwill.

This commitment is in the best interests of all our stakeholders - our customers, our employees, contractors, and the communities in which we live and work.

WE ARE COMMITTED TO:

- Meet specified customer requirements and ensure continuous customer satisfaction;
- Set HSEQ performance objectives, measure results, continually assess and improve processes, services and product quality through the use of an effective management systems;
- Protect, and strive for improvement of the health, safety and security of people at all times;
- Eliminate Quality related non-conformances;
- Communicate openly with stakeholders and ensure an understanding of our policies, standards, programs and performance;
- Recognize and Reward outstanding Quality performance;
- Ensure that all of our services comply with relevant safety and regulatory requirements;
- Ensure that the staff are suitably qualified, trained and empowered to undertake the responsibilities assigned to them;
- Endeavor to minimize the risk our operation poses to our Organization, Client and Contractors.

This commitment to quality is based on the principle that the effective and consistent implementation and maintenance of operational systems, safety systems and the development of our people will result in the continued satisfaction of both our customers' needs and expectations. We recognize the importance to our future of adopting a strategy, which bases

the development of its business on the pursuit of quality throughout the organization.

Additionally, this commitment is based on the implementation of a management system that reflects the business requirements of the company. This management system is defined in our Quality Manual, which provides clear standards and guidelines in all the appropriate areas of the Company's activities and at all levels.

It is our aim to achieve our objectives through a process of continual improvement of the company's activities by the planning, setting and implementation of specified and measurable quality objectives by the Management Team and a regular review of the effectiveness of the Quality Management System.

It is the intent of the Company that its management system will, at a minimum, satisfy the requirements of its Staff, Customers, the ISO 9001 Quality Management System Standard, and all legal and regulatory requirements.

Quality Assurance Policy is translated and available in Kazakh, Russian and English languages and delivered to attention of Compass Kazakhstan employees.



Michael Taylor
General Director
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