

QUALITY POLICY

Mantr Group sees itself as a beacon for committed professionalism to security services and for meeting the needs and expectations of our interested parties by the consistent implementation and continual improvement of our Quality Management System. We recognise that both customer relations and customer satisfaction is pivotal in the way we follow through on applying our quality in all parts of our business.

Our Objectives and Targets detail our goals and aspirations each year, along with how we plan to measure our success in achievement of these, and the action plans. The framework around setting and achieving our objectives includes:

- Incorporating quality management as an integral part of Mantr Group's risk management strategy.
- Ensuring our clients' needs are understood and that we work closely with them to achieve expected outcomes.
- Facilitating the early determination of clients' key expectations and ensuring regular feedback to measure our performance in meeting these expectations.
- Ensuring compliance with legislation, statutory obligations, industry requirements, codes of practice and relevant standards.
- Evaluating, monitoring, and reviewing the business performance and taking action to continually improve outcomes.
- Establishing, monitoring, and maintaining a customer focused approach to enhance customer satisfaction.
- Effectively meeting all requirements of and achieving and maintaining third party certification of the Management System to ISO 9001:2015 Quality Management Systems.
- Training and equipping our staff with the skills needed to deliver high standards of service and professionalism.
- Conducting business in a manner that is both socially responsible and is seen to be 'fair' for employees and their families.
- Utilising new technology to measure and maintain consistent and reliable services for our clients.

Mantr Group expects that all managers, frontline staff, employees, and sub-contractors actively and willingly support our quest for quality. Through the cooperation and input from all personnel, Mantr Group will utilise this knowledge and these skills to achieve quality outcomes.



20/04/2022

.....
Signed: Pawan Mishra – Managing Director

.....
Date