

### 1. Policy Statement

It is the policy of SBL to surpass customer expectations by providing the most advanced IT solutions through the employment of “Best of Breed” products in a timely and effective manner.

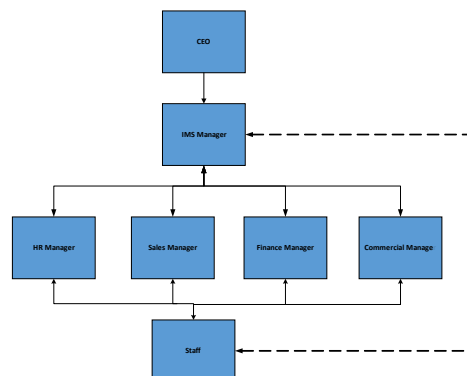
SBL ensure the Quality and Continual Improvement of our products and service is the key to customer satisfaction and future business.

### 2. Objectives

Objective	Responsibility	Method
To meet or exceed customer expectations by providing quality products and services to our customers	Our CEO, Mr. D Hoban	Promoting the best possible customer service to our external and internal customers
		To handle all aspects of our business for customers, suppliers and employees with honesty, openness and integrity
		To provide a pleasant, stimulating, productive, safe, secure and environmentally friendly working environment for all our employees.
To maintain and improve compliance with applicable standards and legislation	Our CEO, Mr. D Hoban	Our employees and internal auditors are empowered to identify any opportunities for improvement which are reviewed and any action agreed by management before implementation.

Please refer to our Policy Arrangements Manual 02A000A for full details

### 3. Organisation Chart



### 4. Authorisation, Review & Availability

This policy is approved and authorised for use by the CEO as part of our continual improvement programme it is updated whenever changes to this policy occur, is formally reviewed by the undersigned at least once every 12 months to ensure it remains current and is freely available to employees, customers, suppliers and all other interested parties via our web site, Reception or by asking any of our employees.

Authorised for use by Dennis Hoban, Chief Executive Officer D Hoban

Date 03/07/2018