

# Quality Policy

DBYD Certification specialises in the delivery of skills development and certification services to ensure the location of utility network infrastructure

It is the policy of DBYD Certification to:

- provide products and services that will satisfy the requirements of our Customers, stakeholders, relevant interested parties, and comply with applicable legal and statutory requirements and enhance our reputation
- ensure a high level of Customer satisfaction, trust and confidence by maintaining product and service quality and achieving timely delivery of training, assessments, reassessments, Certificate renewals and the CLO Program
- establish and maintain an effective and efficient Business Management System, planned, developed and improved in conjunction with a cross section of company personnel
- enhance the competencies of all personnel in order to optimise the performance of their roles and responsibilities

In order to ensure success in the fulfilment of these policies DBYD Certification intends to pursue the following major business objectives:

- to increase our penetration in the local and international marketplace, to reduce Customer attrition, to offer better service and to be more responsive in addressing Customer and stakeholder needs and expectations
- to encourage the participation of all our employees in the development, implementation and ongoing maintenance of our Business Management System
- to develop and implement a continual improvement philosophy and ensure better use of resources

More specific quality objectives are contained in the Business Objectives Plan, which will be monitored and updated at regular intervals through Management Reviews.

It is recognised that the co-operation of all our Customers and external providers is necessary in pursuit of our objectives. We therefore treat our Customers and providers as important partners and actively encourage their participation and support in the improvement of our management system.

The Management Team is fully committed to the successful implementation, maintenance and continual improvement of the effectiveness of the Business Management System, which will be reviewed at each Management Review.

Approved by:

Robert Row

CEO

Date:

5 March, 2024