

This statement is part of the KM&T Group worldwide policy on quality. As a global consulting firm providing business and operational performance improvements to a wide portfolio of clients around the world, quality is not an option; it derives from a commitment to service excellence. We achieve this by adhering to 3 fundamental principles:

- Fully identifying and conforming to the needs of our clients;
- Appropriately documented service provision procedures and controls, identifying the potential for errors and taking the necessary action to eliminate them;
- The recruitment and retention of high calibre professionals with the right skills and ensuring Human Resources understand how to fulfil their roles and do it right first time.

KM&T places high emphasis on process improvement and is consistently exceeding the requirements of clients and we will work to achieve this goal by continually building a culture of continuous improvement within the organisation with the specific aim of:

- Identifying and eliminating all forms of waste that do not bring value to the customer;
- Continually adding value to processes and all aspects of the business;
- Providing the highest quality service to client requirements, on time and within budget;
- Recruiting suitably qualified, skilled and experienced employees;
- Providing opportunities that continually improve the skills of our people through regular review, feedback and additional training;
- Establish management processes to ensure that client expectations and quality deliverables are understood and met through monitoring and evaluating the performance of consultants, associates and suppliers against contracts;
- Ensuring quality objectives are established and regularly monitored through on-site contract reviews at clients, internal management meetings and formal management reviews to facilitate continual improvement of our business processes;
- Ensuring that all statutory and compliance processes are met;
- Establishing procedures to effectively deal with identified non-conformances if they occur;
- Obtaining client feedback and using this to continually improve our service offerings.

To achieve this, KM&T has developed and implemented a Business Management System which complies with the requirements of: ISO 9001:2008 (Quality), ISO 14001:2004 (Environment), OHSAS 18001:2007 (Occupational Health & Safety).

The ultimate responsibility for effective and efficient management of this environmental policy globally lies with the Group CEO, although implementation will be enacted through the Group management structure within each region. Assigned regional representatives will be responsible for local compliance and implementation in their specific region. This policy applies to all regions within the KM&T Group, and all sites.



**Steve Boam**  
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