



QUALITY POLICY STATEMENT

- ✓ London City Bond Ltd. is committed to providing a consistently conforming service that aims to meet and when possible exceed our customer's expectations; this is achieved by compliance against legal, voluntary and contractual obligations.
- ✓ London City Bond Ltd. is committed to continually improving the management system in support of business performance improvement and ensuring compliance, additionally confirmed by a documented management system against the requirements of ISO 9001 and industry best practice principles.

London City Bond Ltd. *establishes the above philosophies of the organisation by ensuring the continuation by the following:*

- Identifying the necessary resources to meet with the customer and specified legal requirements with due consideration to maintaining performance targets
- Compliance with internal processes and procedures to achieve declared aims supported by documented records at all appropriate levels
- Evaluate the efficiency of the business system by prioritised compliance and operational system related internal quality system audits
- Maximum communication between customers and suppliers in support of service compliance and product traceability
- Motivate and encourage inclusion of technical and administration personnel at all levels through training and competency reviews
- Review of the business through regular management and operational meetings

Approved by: -

Date: December 2013