

Quality Policy Statement

Kondor is a global channel partner and distributor of consumer electronic accessories into high street retail, online, mass merchant and B2C. Kondor has a vision to be synonymous with professionalism and innovation together with faultless and safe project delivery in every operational area. We are a part of the DCC Group. DCC is an internal sales, marketing, distribution and business support services group. The integration will provide greater access to information, suppliers, customers, people and resources.

A key way to achieve this is by operating a Business Management System (BMS) in accordance with the requirements of ISO 9001: 2015

Senior management is committed to:

- Satisfying applicable requirements by ensuring that customer and applicable statutory and regulatory requirements are determined, understood and consistently met.
- Continual improvement of the BMS by ensuring the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed and the focus on enhancing customer satisfaction is maintained.

Senior management shall:

- Take accountability for the effectiveness of the BMS.
- Ensure the quality policy and quality objectives are established for the BMS and are compatible with the context and strategic direction of the Company. Quality objectives have been set and are maintained as part of the BMS internal auditing, monitoring and management review processes, in order to enhance customer satisfaction.
- Promote the use of a process approach and risk-based thinking.
- Ensure that the resources needed for the BMS are available; including training, support and encouragement.
- Communicate the importance of effective quality management and of conforming to the BMS requirements.
- Ensuring that the BMS achieves its intended results.
- Engage, direct and support persons to contribute to the effectiveness of the BMS.
- Promote improvement.
- Support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.
- Establish partnerships with suppliers and interested parties to provide an improved service.

This policy will be communicated to all employees and organisations working for or on our behalf. Employees and other organisations are expected to co-operate and assist in the implementation of this policy, whilst ensuring that their own work, so far as is reasonably practicable, is carried out without risk to themselves, others, or the environment. This policy will be reviewed annually by senior management and where deemed necessary will be amended and re-issued. Previous versions of this policy are archived.

This policy is available to relevant interested parties, upon reasonable request.

Signed



Date 26/02/2019

Gary Fowle – Chief Executive Officer