



Quality Policy

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Quality Policy

At CBP Quality Consultant Proprietary Limited, Quality is the foundation of our brand and the driver of our client's success. We commit to delivering services that consistently meet client, regulatory, and industry requirements, and solutions that are accurate, compliant, and aligned with best-practice standards. We achieve this by applying disciplined Quality management practices, maintaining competent and engaged personnel, and fostering a culture of continuous improvement.

Our **FirstTimeRight**® philosophy shapes every decision, process, and interaction.

We will:

- Embed robust Quality systems that ensure consistency, reliability, and traceability.
- Empower our people with the skills, tools, and leadership required to excel.
- Build strong partnerships with clients, shareholders, suppliers, and stakeholders.
- Collaborate closely with clients to understand their needs and exceed expectations.
- Pursue continuous improvement through data, insight, and innovation.
- Provide reliable, accurate, and timely services that support our client's operational excellence.
- Strengthen our systems and processes to ensure work is completed **FirstTimeRight**®.
- Monitor performance and manage risks across all operations.

This policy reflects our dedication to excellence and guides our organisation in delivering trusted, high-value outcomes.

Carl Pineaha

Carl Pineaha

CEO and Director