QUALITY POLICY

The objective of SDM Holdings Limited is to provide a storage, retrieval and management service for the documentation and products of its customers.

To achieve this objective, the organisation will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2015.

As such, the CEO (Marc Chauveau) of SDM Holdings is committed to the following:

- Establish measurable quality and business objectives that are consistent with the context and strategic direction of the organisation and address risks and opportunities associated with them;
- Ensure quality objectives help the organisation achieve customer requirements by:
    1. Develop and improve the Quality Management System
    2. Continually improve the effectiveness of the Quality Management System
    3. The enhancement of customer satisfaction.
- Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction.
- Monitor and measure the effectiveness of its business processes and objectives through management reviews and the internal audit process;
- Proactively seek feedback from customers on how well its storing, retrieving and managing documentation of customers' products as well as meet their requirements and set objectives for continual improvement;
- Analyse the causes of any complaint or problem, and take appropriate action to prevent recurrence;
- Select and work closely with suppliers who enable the organisation to create and deliver a reliable performance;
- Recruit employees who are customer-focused and support them with appropriate training and systems to ensure their competence always meets the organisation's requirements;
- Provide a work environment that promotes the wellbeing of its employees and encourages positive teamwork;
- Encourage all employees to identify problems and make suggestions to improve all aspects of the organisation's products/services and business processes;
- Ensure that all employees are aware of the Quality Policy and are committed to the effective implementation of the Quality Management System;
- Ensure that the organisation complies with all necessary regulatory and legal requirements.

The continual improvement of the organisation's Quality Management System is fundamental to the success of its business, and must be supported by all employees as an integral part of their daily work.

Signature/Realise Confirmation



02.01.2026

Marc Chauveau

CEO



02.01.2026

Nicola Peters

Quality & Compliance Manager

Change log:

Revision	Details	Approved by
17 11 2025	Change of MD Signature Title to CEO	NP / MC