

QUALITY POLICY

IFS is committed to meeting clients' requirements, to the clients' satisfaction, through the provision of a superior service to remote site operations.

This is achieved through:

- Understanding client needs and expectations
- Timely supply of products and services.
- Assuring safety and hygiene of products and services.
- Providing a safe and participatory environment for employees.
- Maintaining market leadership and developing business through continual improvement of the Quality Management System.
- Respect of contractual obligations.
- Ensuring client satisfaction.

We foster an atmosphere that encourages teamwork, excellence, and personal growth. Our employees are all encouraged to fully embrace continual improvement, ensuring customer satisfaction.

Quality is everybody's commitment

Our Management takes the lead, sets objectives and demonstrates its commitment towards Quality by practicing and living what they preach. All IFS functions are fully responsible for observing mandatory principles, norms and instructions for maintaining agreed Quality standards and for constantly improving them. Our aim is to ensure customer satisfaction at all times.

Quality is to guarantee food safety and full compliance

We enforce full compliance with the mandatory standards and principles of our Quality Management System, which includes Food Safety, Regulatory and Quality requirements.

We measure our Quality performance, as well as the satisfaction of our clients and customers by constantly listening to them. Shortcomings and mistakes are analysed and trigger immediate action for correction and improvement.

Our Quality Management System is aligned with international standards and full transparency is ensured through verification by independent external bodies.

We strive for the flawless execution of our Quality activities throughout our organisation, based on rigorous discipline, on being proactive and on factual and open communication and ultimately on our clients' satisfaction.



Mr Henlo Webber
Chief Executive Officer