

QUALITY MANAGEMENT POLICY

POL-00001

STATEMENT OF INTENT

SAGE Group Holdings Ltd and all its business units (SAGE) have an ongoing commitment and vision to be a world leader in the provision of industrial control and automation systems for a diverse range of industries. This vision is underpinned by the relentless pursuit of innovation, benchmarked against the best in the world and by maintaining a clear company-wide focus on excellence.

POLICY OBJECTIVES

- Provide the financial and personnel resources to maintain and continually improve our certified management systems;
- Ensure all employees are trained in the management system, and have the knowledge and experience to carry out their duties in a competent manner;
- Maintain a fair and creative work environment that respects and rewards new ideas, innovation and hard work;
- Respond to any customer quality concerns in a manner that shows management commitment; and
- Achieve Corporate Objectives and Key Performance Indicators as established in the Balanced Scorecard and Job Specifications.

STRATEGIES

SAGE will achieve these objectives through the development and continuous improvement of its Quality Management Systems, benchmarking performance, attendance to tasks, open communication with its customers and a commitment to employee recognition.

SAGE develops and maintains training programmes to enhance the skills of all personnel. At SAGE we are committed to learning and knowledge sharing to further develop both technical and professional skills.

Each department at SAGE has an important role to play in maintaining and continually improving systems and documentation. Management is responsible for ensuring adherence to the Quality Management System and for recording the impact of quality improvements.

SAGE is committed to sharing its process improvement insights with its customers and suppliers to enhance the strength and sustainability of our industry.

POLICY REVIEW AND DISSEMINATION

During induction each employee will be provided with a copy of the policy. Employees will have ready access to all quality policies and procedures.

This policy will be reviewed at least every two years to ensure its continued suitability.



Andrew Downs

Responsible Officer

17 December 2009



Peter Smith

Employee Representative

17 December 2009

