

QUALITY POLICY



1. QUALITY POLICY

1.2 INTRODUCTION

Intermark Relocation, being committed to a continuous improvement, on behalf of our Team recognizes the importance our clients', partners', and customers' satisfaction in an increasingly demanding world and has thus created a quality management system for measuring and improving our performance.

The Quality Policy of Intermark has been created and implemented by executive management to ensure that our customers receive quality, reliability and integrity in the services provided by the company and that customers' needs, expectations and requirements are met and maintained, all in accordance with the EuRA Global Quality Seal Standard.

To ensure continual improvement and review we have established Leadership Board that united members of various levels across key departments to review, address and ensure company adherence to the mission statement and our quality principles.

1.2 QUALITY MANAGEMENT PRINCIPLES

1.2.1 Leadership

Intermark Management team takes full accountability for the effectiveness of the company's quality management system. The Management team is committed to showing *leadership* and bearing responsibility for creating, implementing and maintaining the *Quality Management* system, therefore doing the following:

The Management team

1. Stresses the importance of effective quality management and of conforming to the requirements of the quality management system
2. Guarantees that the quality policy and quality objectives are consistent with Intermark's overall strategic direction
3. Makes certain that the quality policy is communicated, understood and applied across the organization
4. Ensures that quality management system requirements are integral to the company's business processes
5. Makes sure that the resources required for the effective operation of the quality management system are made available.
6. Leads people to contribute to the effective operation of the quality management system
7. Drives continual improvement and develops leadership in respective managers.

1.2.2 Customer-Focused Organization

Intermark Relocation and its success depend on its customers and clients and therefore we strive to understand and reveal their current and future needs and requirements, exceed customers' expectations. In order to apply the before-mentioned principle, Intermark takes the following steps:

1. Understand customer needs and expectations for products, delivery, price, dependability, etc.
2. Communicate these needs and expectations throughout the organization
3. Measure customer satisfaction & act on results
4. Manage customer relationships
5. Create professional comprehensive market information: country guides, country fact sheets, emergency and safety instructions, etc.
6. Offer unique value-added services to our clients and customers
7. Actively engage with all industry stake-holders in order to benefit our clients and customers

1.2.3 Involvement of People

Broadly speaking, people are the essence of our organization and only their full involvement and devotion enables the successful operation of our company. We will encourage our team to:

1. Accept and not to be afraid to take responsibility to solve problems
2. Actively seek opportunities to make improvements, and enhance competencies, knowledge and experience
3. Freely share knowledge & experience within teams
4. Focus on the creation of added value for customers
5. Be innovative in pushing further the company's objectives
6. Improve the image and deeds of our organization for the benefit of our customers, local communities and society at large
7. Help people derive satisfaction from their work
8. Make people enthusiastic and proud to be part of the organization

As a Company and Employer we will commit to our team to:
Offer comprehensive training for continued education of our team
Create team building activities
Offer comprehensive social security package

1.2.4 Process Approach

We at Intermark believe that the desired result is achieved more efficiently when related resources and activities are managed as a process.

We take the following steps in application of this principle:

- Define the process to achieve the desired result

- Identify the resources needed for deployment of the process
- Establish clear responsibility, authority, and accountability for managing the process
- When designing processes, consider process steps, activities, flows, control measures, training needs, equipment, methods, information, materials and other resources to achieve the desired result.

1.2.5 System Approach to Management

We believe that identifying and handling a system of interrelated processes for a given objective improves the organization's effectiveness and efficiency, which makes our activities more transparent and sustainable.

We take the following steps in application of this principle:

1. Define the system by identifying or developing the processes that affect a given objective
2. Structure the system to achieve the objective in the most efficient way
3. Understand the interdependencies and ties among the processes of the system
4. Continually improve the system through measurement and evaluation
5. Estimate the resource requirements and establish resource constraints prior to action
6. Incorporate all the processes into Intermark CRM system

1.2.6 Continuous Improvement

Continual improvement is a key objective and a guiding light for Intermark's activities and business operation. Intermark Management and Quality teams are committed to continuously improving the effectiveness of the quality management system, thus having elaborated a set of actual tactic measures:

1. Make continual improvement of work and related processes and products an objective for every individual within the organization
2. Use periodic assessments against established criteria of excellence to identify areas for potential improvement
3. Continually improve the efficiency, effectiveness and transparency of all processes
4. Promote prevention based activities
5. Provide every member of the organization with appropriate education and training
6. Establish measures and goals to guide and track improvements
7. Recognize improvement

1.2.7 Factual Approach to Decision Making

We believe that effective decisions are based on the analysis of data and information. We take the following steps in application of this principle:

1. Take measurements and collect data and information relevant to the objective
2. Ensure that the data and information are sufficiently accurate, reliable and accessible as well as is obtained without any breaches of laws and regulations both internal and external
3. Analyze the data and information using valid methods

4. Understand the value of appropriate statistical techniques
5. Make decisions and take actions based on the results of logical analysis balanced with experience and intuition
6. Once the decision is taken, communicate it to all the team at the Weekly Meeting

1.2.8 Mutually Beneficial Partner Relationships

Our organization and our partners and suppliers are interdependent, and a mutually beneficial relationship enhances the ability of both of us to create valuable services for our clients.

We take the following steps in application of this principle:

1. Identify and select key suppliers and partners
5. Jointly establish a clear understanding of customers' needs
6. Share information and future plans

1.2.9 Technology Enhancement

We believe that technological innovations can make our processes more efficient and our level of service – more professional.

1. Continuously review market best practices to seek technological enhancements available
2. Continuously improve and enhance existing technologies within the company
3. Create new way to replace complacency with technological innovation

All Team Members within Intermark will uphold this Quality Policy. Team leaders are accountable for the effective implementation of the Quality Management System within their respective departments and ensuring that the quality objectives are clear to all those within the department. The communication of this policy is paramount to its understanding and effectiveness. This policy is communicated to everyone working for, and on behalf of, Intermark.