

## SMI Quality Assurance

# QUALITY ASSURANCE

### **Our Aim**

The aim of this Quality Assurance Policy is to affirm SMI INT Group Ltd's (SMI) commitment to maintain a high standard of quality in the way we work, the services we deliver, our relationships with staff and stakeholders and ensure continuous improvement.

### **WHAT IS QUALITY ASSURANCE?**

"Quality Assurance" is what SMI and its stakeholders enjoy if quality control has been effectively applied in the work of the organisation. "Quality control" is the operational techniques, procedures and objectives that are used to fulfil the requirements of quality. The overall aim is to deliver the best service possible and to ensure continuous improvement.

### **Policy**

SMI's policy is to maintain an effective and efficient quality assurance process planned and developed in conjunction with all management and staff functions and stakeholders, outlined in a series of policies and procedures (including external contracts, regulations and codes of practice) which are designed to eliminate deficiencies and inaccuracies and to ensure high quality standards.

Our Quality Management system is accredited to ISO 9001:2008. This provides a robust framework through which to monitor service delivery, safety compliance and legislative adherence. In addition, SMI are members of Sedex (membership number: S000000050494), having undertaken a Sedex Members Ethical Trade Audit (report available on request), which confirmed our compliance to good practice in Labour Standards, Health & Safety, Entitlement to work, Environment assessment and Business Practices. We have fully audited and well-maintained Quality and Health & Safety policies in place which underpin every aspect of our service throughout the organ SMI has an eight-year partnership with FedEx and their service has been proven to be flawless. We have no hesitation in putting them forward as our delivery partner and recognise that their service is among the best in the industry.

Laura Kong-Brown, Quality Control Manager, is responsible for our quality management approach, policy and processes. We use the services of Citation PLC, who provide quality consultancy and ISO auditing, assessment and compliance. QAS International, Wiltshire, are responsible for independently auditing and checking all quality processes to ensure our adherence to ISO standards to maintain our certification. Our Quality Framework includes service monitoring, safety auditing, continuous improvement, management review processes and a robust client satisfaction programme.

For product quality reviews, we liaise closely with product manufacturers who ensure that products are of the standard expected by our industry. We only select manufacturer partners who hold quality accreditation and can demonstrate ongoing compliance with EN standards for safety, undertake rigorous testing and safety assessments for each item which we procure for our customers.

All our products have individual safety standards, for example, high-visibility jackets require assessment to level EN 471. We have full specification sheets for each product, which ensures that they have been passed by law as being fit for purpose, manufactured to a high quality, and reflective of the demands of our industry. All these specification sheets for each product are available to download directly from our website or from our customer service team and provide evidence of compliance. Our supply chain is a crucial part to our business and we carefully choose our suppliers and ensure the quality and compliance of those with whom we deal. For example, we require ISO certification and confirmation that they adhere to the ILO Code of Conduct.

### **Product compliance for safety legislation**

We ensure that every product for which it is applicable carries a certified CE mark. CE marking ensures that each of our products satisfy the legislative requirements for safety. It provides verification that the manufacturer has tested and ensured that the product complies with health and safety requirements, and had it examined by the applicable assessment body. We verify the presence of both the CE marking and the necessary supporting documentation prior to accepting an applicable product to our catalogue for distribution.

All our non-Rokwear products come from manufacturers within Europe, including a number of well-known suppliers such as Regatta, Fruit of the Loom, Kustom Kit, Jerzees, Result and Uneek. For all products, we provide unique identifiers such as batch codes and item numbers to ensure that, in the event a product recall would be required, we can quickly and efficiently track items and address any issues.

### **PPE Performance**

We work with Citation Ltd, Satra Technology Centre, and Intertek Group plc to ensure the safety of our workwear and PPE. The firms specialise in assessing products based upon Construction Design & Management (CDM) guidelines, COSHH, Electricity at Work, Fire Safety Procedures, Food Hygiene guidelines, Health & Safety Policies and rules, LOLER, PPE, PUWER and RIDDOR guidelines and compliance.

Through these providers, we access independent testing and vetting of each item which we supply to our customers, ensuring the performance and longevity of our products. This collaboration enables us to track and monitor the performance of our products, ensuring we only provide fully vetted and tested items for our customers. Every single product which we provide for customers, or source through approved manufacturers, is subject to EN quality and safety standards. We monitor and track the longevity and safety of all products through extensive customer feedback, monitoring length of use and

performance in terms of durability and safety through piloting prior to introducing any product to our catalogue of approved items.

This company undertakes to supply only safety equipment and/ or related services that fully comply with the standards and regulations and claims made relating to those products and/or related services. Where appropriate, this company will maintain up to date technical files and associated documentation to ensure that regulatory compliance information can be supplied upon request.

Where products are sourced from external organisations which hold technical files relating to the products being offered, this company will request confirmation that these files are current, complete, contain appropriate conformity assessment information and, where relevant, regulatory compliance certificates and will take all necessary steps to confirm the validity of the compliance documentation held by that external supplier in respect of the products being sourced.

Where services are provided related to safety equipment sourced from external organisations, this company will maintain approval from the manufacturer that the services provided are assessed and approved by the external organisation.

A handwritten signature in black ink, appearing to read 'BPR', with a stylized, overlapping structure.

Blake Prisgrove  
Managing Director  
February 2023