



Quality Policy

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Contents

1. INTRODUCTION.....1

2. COMMITMENT1

3. REVIEW2

1. INTRODUCTION

S-RM is committed to delivering high-quality services and maintaining excellence across all aspects of its business operations. S-RM operates a Quality Management System which is compliant with the requirements of ISO 9001:2015. The Quality Management System is underpinned by S-RM's core values:

- We put client service at the heart of everything we do
- We trust, respect, and look out for each other
- We are collegiate and put the team before ourselves
- We are always learning and sharing our knowledge

2. COMMITMENT

S-RM aims to be a global leader in the provision of intelligence, resilience, and response solutions in relation to Corporate Intelligence, Crisis Response and Cyber Security, to help clients understand the risks to their business and to identify and implement the most effective means of mitigation.

S-RM seeks to achieve this through understanding clients' needs and by looking to continually improve in all areas of the business through the following means:

- Ensuring that the Quality Management System, and this Quality Policy, are reviewed at planned intervals for continued suitability to the nature and scale of the business operations;
- Complying with applicable legal, regulatory, contractual, and other requirements relevant to our services and operations;
- Developing employee competence, capability, accountability and innovation through appropriate training and development programs;
- Building long term partnerships with clients through understanding their needs and where relevant the needs and expectations of their stakeholders and customers;
- Applying risk-based thinking to identify opportunities for improvement and manage risks that may affect the quality of our services and client satisfaction;
- Meeting client requirements where quality, cost, and time frames are concerned;
- Obtaining client feedback on a regular basis, to continually improve all aspects of the business' performance;
- Ensuring that complaints are investigated and resolved promptly, with root causes identified and corrective actions implemented to prevent recurrence;

- Ensuring personnel are aware of the organisation's strategic direction, quality objectives, performance, and their contribution to the effectiveness of the Quality Management System;
- Setting of measurable quality objectives which are consistent with this policy and reviewed by Senior Leadership at planned intervals;
- Encouraging all personnel to identify issues and make suggestions to improve all aspects of the business' working practices; and
- As a participant of the United Nations Global Compact, supporting and promoting its principles and contribute to applicable Sustainable Development Goals relevant to S-RM's operations and strategic objectives.

3. REVIEW

This policy will be reviewed at least annually, and whenever significant organisational, legal, regulatory, or operational changes occur, to ensure its continuing suitability, adequacy, and effectiveness.



S-RM is a global intelligence and cyber security consultancy

Founded in 2005, we have 350+ practitioners spanning eight international offices,
serving world class organisations across all regions and major sectors.

hello@s-rminform.com | www.s-rminform.com