



## QUALITY POLICY

Samunnati is committed to provide innovative and customized financial, non-financial and agri value solutions that make markets work for small holder farmers thereby enabling the agri value chains to operate at a higher equilibrium.

We have implemented a quality management system that is in line with existing legal, regulatory standards and other initiatives which complies with the ISO 9001: 2015 requirements. We will ensure that:

- We fulfill our commitments to internal and external customers in an efficient and effective manner, and in a style, that meets their expectations.
- We enhance customer satisfaction through the provision of high-quality services, in a timely manner characterized by accuracy and reliability.
- We establish SMART objectives 'Specific, Measurable, Attainable, Realistic, & Time-bound'.
- We provide the resources necessary to ensure proper functioning and quality of services.
- We will ensure that all interested parties are familiar with and understand our policies and their applications within the organization.
- We are committed to continual improvement of quality management system and involve all our stakeholders to achieve this.
- The senior management, in cooperation with all the employees of Samunnati, reviews the policies, procedures and regulations applied periodically to develop and improve them to achieve its objectives.

We believe that meeting these high standards is the responsibility of the entire team to ensure that quality is a way of life in Samunnati.

**Mr. Gurunath N**  
Executive Director