

## QUALITY POLICY 5.2

Page Number	Revision Date	Next Review Date January 2019	File / Document # <b>100</b>	Revision Level <b>0</b>
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Following ISO 9001:2015 guidelines, Palm is dedicated to quality and continuous process improvement for both internal and external customers. Our responsibility is to ensure that through established standards and measurements, the level of quality at Palm matches or exceeds our customer's expectations. We develop organizational excellence and quality awareness through innovative process improvements, training, measurements of customer satisfaction programs.

Top management is committed to:

- Satisfying applicable requirements by ensuring that customer and applicable statutory and regulatory requirements are determined, understood and consistently met.
- Continual improvement of the QMS by ensuring the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed and the focus on enhancing customer satisfaction is maintained

Top management shall:

- Take accountability for the effectiveness of the QMS.
- Ensure the quality policy and quality objectives are established for the QMS and are compatible with the context and strategic direction of the Company. Quality objectives have been set and are maintained as part of the QMS internal auditing, monitoring and management review processes, in order to enhance customer satisfaction.
- Promote the use of a process approach and risk awareness thinking.
- Ensure that the resources needed for the QMS are available; including training, support and encouragement.
- Communicate the importance of effective quality management and of conforming to the QMS requirements.
- Ensuring that the QMS achieves its intended results.
- Engage, direct and support persons to contribute to the effectiveness of the QMS.
- Promote improvement.
- Support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.
- Establish partnerships with suppliers and interested parties to provide an improved service

Quality is an integral part of our commitment to superlative products and service. It is our commitment to our main quality objectives that Palm strives to be the best.

Through ongoing education, training, and top management support we will provide all of our team members with the resources, confidence, and motivation they need to implement Palm's quality policy.

Palm Commodities International LLC

General Manager

Jeff Brassard