

# Quality Policy

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**Ngenox is committed to** the delivery of quality services. It has adopted 'Infosystem' which provides an effective business management system with the objective of meeting the Ngenox Vision:

- To be the company of first choice for all stakeholders
- To change the image of Facility Management worldwide
- To be lean and agile – adopting work processes to compete with the world's leading businesses

The vision shall be achieved through:

- Standardizing the Process leading to streamlined operations
- Application of the Latest Quality and Business Management Tools
- Developing a strong customer oriented mind-set among employees
- Training and Development of employees for highest level of skills and competencies
- Forming empowering and satisfying relationships with employees and customers
- Working within the framework of NGENOX values and ethics

NGENOX is committed to fulfil customer requirements, requirements of ISO 9001:2000 and to continually improve its processes for achieving its quality objectives.

The Board of Directors of Ngenox is committed to ensuring that this Policy is implemented in line with legislation, regulations and codes of practice, by all employees within the company.

**P Roy**  
Chief Executive Officer  
Ngenox