

## Quality Policy ILF Group

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ILF is aware that client satisfaction is of prime importance to ILF's success and that is why quality assurance is being given the necessary priority.

The following principles form an integral part of ILF's corporate policy:

- We pursue and implement an effective and dynamic quality management system, granting ILF the flexibility to adapt to any kind of engineering project.
- We supply high quality services and solutions that consistently meet our clients' needs. We are committed to comply with international standards and to continually improve the effectiveness of ILF's quality system in every aspect of our business activities.
- We promote the motivation and satisfaction of our employees and emphasise the importance of individual advancement and organisational improvement by encouraging further education and training. We know that the satisfaction of our employees contributes to making our services a success.
- We have earned an international reputation for excellence, independence and responsibility, which we are proud to use for the benefit of our clients. ILF furthermore has a tradition of strictly adhering to the "ILF Group Mission Statement".
- In our projects we pay utmost attention to social and environmental sensitivity, occupational safety, human needs and legislative requirements.

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