

## PG1103 QUALITY POLICY OF THE ILF GROUP

ILF is aware of the fact that client satisfaction is of prime importance for our success and that is why we give the necessary priority to the company's quality management.

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

- We implement an effective and dynamic quality management system that gives ILF the flexibility to adapt to and manage any kind of engineering project.
- We provide top quality services and solutions that meet the requirements of our clients and other affected parties at all times. We undertake to comply with international standards and to continuously improve the effectiveness of the ILF quality management system in all aspects of our business activities.
- We promote the motivation and satisfaction of our employees and emphasize the importance of individual advancement and organisational improvement by supporting further training and education measures. We know that the satisfaction of our employees contributes significantly to making our services a success.
- We have earned an international reputation for excellence, independence and responsibility that we are proud to maintain for the benefit of our clients. ILF is also committed to strictly following the mission statement of the ILF Group.
- In our projects we pay the greatest attention to social and environmental sensitivity, occupational safety, human needs and applicable laws and regulations.

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