

## QUALITY POLICY

Avopiling is committed to meeting customer requirements by delivering products and services that meet or exceed relevant quality standards and our Quality Management System.

Avopiling management ensures that all employees are aware of how to contribute towards the continuous improvement process while matching customer expectation and following ISO 9001 requirements.

Avopiling aims for continuous improvement in its quality management activities and our business is committed to:

- Comply with ISO 9001 Quality Management Systems, contractual, statutory and regulatory requirements relating to quality issues.
- Identifying and managing the quality risks and opportunities for our business.
- Follow the concept of continuous improvement and make best use of our management resources in all quality matters.
- Set, meet and periodically review our quality objectives and targets and communicate these and our performance throughout the company and to interested parties.
- Understand the needs and expectations of customers to improve our customer satisfaction.
- Seeking improvement by encouraging and responding to customer review and feedback on our services and products.
- Provide our personnel with adequate resources, information and training to competently perform tasks to the required standard of quality.
- Ensure this policy is communicated to and understood by all employees.
- This policy applies to all employees of Avopiling. Any breach of the policy may result in disciplinary action including termination of employment or contract.