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Quality Policy

Pure Quality, Pure Satisfaction



CUSTOMER FOCUS

TECHNICAL EXCELLENCE

CONTINUAL IMPROVEMENT



Company Quality Policy

Quality is an integral part of IENSOL's Corporate Business Principles. These principles guide our actions to deliver products and services that are safe, compliant and preferred. They are essential for the achievement of our ambition to be recognized and trusted to offer products and services that enhance the quality of life and contribute to a healthier future.

At IENSOL, our commitment is to never compromise on the safety, compliance and quality of our products and services. This requires everybody to be engaged, to understand their responsibility and to be empowered to take action in order to protect individuals and families, our customers and our brands.

Our business is based on collaboration with customers, partners and suppliers around the world. We are also committed to consistently providing products and services that meet or exceed the requirements and expectations of our customers delivering improved business results and tangible return on investment.

Quality, technical skills, innovation and service are the main ways of competing in the market and are fundamental aspects of the IENSOL corporate strategy.

Our mission is to provide complete customer satisfaction, thanks to the EXCELLENT quality of the products and services offered. This is delivered through years of expertise, embedding a quality mindset and quality management system for one common goal-to earn customers' Trust every day. In order to achieve this Mission, to build and keep this Trust, we have established the following areas as a starting point:

- Managing our business based on clear and measurable objectives and timelines
- Using our customers' feedback to improve our processes
- Research and innovation in materials, processes and products
- High-quality products and services
- Product reliability through increasingly stringent testing
- Accurate and clear product information
- Ensuring our employees have the appropriate training, skills and experience
- Reliable and helpful technical support
- Following our leadership framework
- Value for money

- Ease of transactions
- On-time delivery
- The highest level of customer service before, during, and after the sale
- Customer satisfaction
- Complying with relevant laws and regulations as well as internal requirements
- Definition and implementation of a quality management system in accordance with the requirements of the ISO 9001:2015 standard, with the aim of pursuing the continuous improvement in quality of the company's performance, and of the processes and services provided in line with customer needs and applicable regulatory requirements.

For this purpose, we carry out specific activities and actions regarding the following main points:

- Development and offering to the customer of innovative products from both a functional and ease of use point of view, tailored to the different solutions required by the market
- Development of relationships with partner companies to meet the innovation challenges
- Improvement in product quality by constantly monitoring complaints and repairs under warranty, the latter being an indicator of the reliability of our products
- Systematic analysis of company costs in order to have sufficient elements to be able to offer competitive products with excellent value for money
- Focus on satisfying customer requirements, and maximum care and clarity in meeting contractual commitments (professionalism), clearly defining all the requirements that the Organisation must implement and satisfy
- Focus on customer needs through the measurement and analysis of data related to satisfaction, with the correct interpretation of all these aspects setting the conditions to be able to offer processing, products and services that are increasingly in line with market expectations
- Compliance with the contractual terms defined in the order confirmation; planning the job activities so as to speed up the delivery of the requested product to the customer while maintaining the high quality of the activities and processes carried out and complying with applicable mandatory regulatory requirements.

The entire Organization (within the relevant areas of responsibility) must pay the utmost attention in interpreting customer needs, measuring satisfaction and using this element so that the analysis and correct interpretation of the data lays the foundations for offering products and services that increasingly meet customer expectations.

IENSOL Management understands that the contribution of every employee is critical to the achievement of the company's objectives, and so Management is committed to investing in training and education to create the right conditions for each employee to be able to carry out his or her activities independently and to be aware of how much their activities contribute and are important to achieving quality objectives.

At IENSOL, teamwork, engagement, ownership and support by everyone are vital for achieving our quality objectives. In this context, we are committed to providing the required leadership, management and resources and we will ensure that the Quality Policy is reviewed annually and communicated to employees and third parties.

At its core, Quality is first and foremost about trust in our products, our services and in our brands. But Quality is also more than this. It is about delivering what we promise in everything we do. Each and every one of us has the power to influence Quality and trust through our leadership, dedication and passion.

APPROVED BY:

Bakhtiyar Mammadzada
Chief Executive Officer

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