



CALIQUA SA

QUALITY POLICY

With the quality of our services, we meet the requirements of our customers and contribute to the long-term security of our company. Quality is a common concern and the obligation of each and every individual.

Our clients are at the heart of everything we do. We want to surpass our competition now and in the future. To do this, we set ourselves the following objectives:

- To understand and respect the requirements of each of our clients.
- To plan and construct installations that meet every aspect of our clients' needs.
- To implement systems and provide services that deliver the greatest possible benefit for our clients.
- To honour our commitments, especially with regard to agreed prices and timescales.
- To use resources prudently.
- To price our services fairly and in a way that ensures our business can remain profitable in the long term.
- To continually monitor the progress of our objectives and take corrective action where necessary.
- To strive to «get it right first time». We resolve any problems we encounter by tackling them head-on.