**THE QUALITY POLICY**

It is the Company’s mission to satisfy and exceed Customer expectations owing to our experience, competences, and professionalism, as well as care for health and safety of our employees and of the environment. We believe Customer satisfaction can be achieved owing to our complex approach to the quality, which is contributed to by our Quality Management System relying on long experience in provision of services related to construction and industry for both Polish and foreign Customers.

AGA-Bauservice Sp. z o.o. aims at assuring top quality of services provided by our employees through application of state-of-the-art management systems, raw materials, and through education of employees.

The main objective of the Quality Policy is to be achieved through:

1. Thorough analysis of Customer expectations.
2. Service planning, organisation, and management.
3. Continuous monitoring of the service delivery process and its documentation.
4. Analysis of the service delivery process and the environment where it is rendered to detect any risk factors or possible synergies.
5. Risk elimination measures and (if not possible) mitigation of adverse effect of risks; while in the case of possible synergies, we use the opportunity of achieving additional benefits to the Customer.
6. Continuous improvement of qualifications among both the workers and the management to assure top quality services.
7. Providing Guarantee of Quality for our services.

Resources used to achieve the objectives:

1. Using state-of-the-art planning and cost-estimation tools, developing databases.
2. Maintenance of monitoring and project documentation.
3. Conducting professional training, competence training, and health and safety training for employees at each level of the Company’s organisational structure.
4. Holding meetings, sessions, and other activities to assure information flow as regards service quality.
5. Active use of analysis results in planning and corrective activities with respect to the service.
6. Active monitoring of services completed, and immediate response, if necessary, under the guarantee.

The applied solutions, as well as the developed organisational procedures regarding service quality observance conform to ISO 9001 and SCC certification rules. Our approach to conduct business of high standard allows our existing and future Customers to build positive expectations regarding cooperation with our Company.

The Directors and the entire management are determined to strive for excellence at work. This testifies to the care about the Customer, guaranteeing timely completion of the service and top quality standard.