



## 5.2 Quality Policy:

Choice FM is dedicated to ensuring that all products and services fully meet or exceed customer requirements. The goal of the company is to achieve a high level of customer satisfaction at all times through our commitment to providing high level of personal service and our desire to exceed customer's expectations sets us apart from our competition. At Choice FM, we recognize that quality is everyone's responsibility, by making quality each employee's responsibility through an ongoing training and staff development program; we create the open environment necessary for all employees to play an active part in our Quality Management System. Objectives needed to ensure that customer requirements are met and continual improvement is maintained in line with the spirit of the policy, will be set, determined and monitored at Management Review meetings. Our processes are continually monitored and continually improved to create a more efficient and productive environment. This Policy will be reviewed for suitability on regular basis as needed. We are committed to ensuring that all our personnel understand and fully implement our Company's policies and objectives, and are able to perform their duties effectively through an ongoing training and development program.

Choice FM complies with all relevant legislation, related standards including ISO 9001:2008, codes of practice, stakeholder agreements and other legal and regulatory requirements. Choice FM has set measurable objectives and targets that commits to continual improvement and report annually on our overall business performance.

Choice FM staff, contractors, leadership team and stakeholders are responsible for the quality of services delivered to customers and for ensuring the quality improvement is a focus.

All policy of Choice FM is communicated to staff, contractors and relevant interested parties during their on-boarding and also available on Choice FM website along.

The continual improvement of QMS is achieved through:

- Meeting and, where practicable, exceeding customer expectations,
- Achieving consistent and measurable improvements in business performance, Improving
- internal capabilities and competitiveness and
- Awareness and availability of Quality Policy to relevant interested parties, as appropriate.

Authorized by Choice FM MD

A handwritten signature in blue ink, appearing to read 'V. S. J.', is written below the authorization text.