

Quality policy according to ISO 9001:2015

We, NOS and its subsidiaries, are committed to delivering high-quality products and services that meet customer requirements and enhance customer satisfaction.

We achieve this through:

- **Customer Focus:** Understanding and meeting customer needs and and expectations.
- **Compliance:** Adhering to all relevant laws and regulations.
- **Continuous Improvement:** Regularly improving our processes and systems.
- **Employee Involvement:** Engaging employees in quality initiatives.
- This policy is communicated to all employees and reviewed regularly for effectiveness.

- We are one team – We deliver

- We provide slightly more value to our customers than our competitors

- We are a little nicer, a little more focused, a little more thoughtful and helpful

- We strive to make the customer happy, and we exceed the customer's expectations

This policy is known, understood and implemented at all levels of the organization and all employees are expected to contribute to achieving our Quality objectives.



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