



# QUALITY POLICY STATEMENT

Tendo Electronics (Pvt) Ltd is a leading service and turnkey solution provider for network critical physical infrastructure (NCPI), renewable energy & energy efficient solutions.

In an endeavour to the delivery of Service Excellence, Tendo undertakes to:

- Respond rapidly to service calls in pursuance of customer satisfaction.
- Establish measurable quality objectives aligned to Tendo's strategic intentions.
- Uphold the Tendo Escalation Policy in pursuance of Customer Focus.
- Acknowledge that only competent and accountable staff deliver consistent quality services.
- Detect and honestly address risks associated with Tendo's business processes.
- Engage in mutually beneficial strategic partnerships with local and international leading manufacturers enabling Tendo to provide efficient world class solutions.
- Transparently communicate provisions of this Quality Policy statement to Tendo's stakeholders.
- Comply with all legal, statutory and other associated requirements related to Tendo's business.
- Promote team work to produce positive returns on Tendo shareholders' investments.

Tendo Executive Management shall diligently review this policy statement on a regular basis to keep abreast of ever-changing business dynamics

Signed

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Managing Director

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Chief Engineering Officer