

## QUALITY POLICY STATEMENT

Entrepose Delattre Bezons Nigeria Limited (Ent DBN) is committed to excellence with regards to Quality towards our customers, employees and any other interested parties including partners and sub-contractors which may be affected by our activities.

Our motto is

**Customer satisfaction,  
Leadership by example,  
Risk analysis  
Process approach &  
Continual Development**

This will be achieved by a continuous process of quality management and improvement, which includes

- ✓ Enhancing customer satisfaction by responding to customer requests, needs and expectations.
- ✓ Setting measurable objectives and targets at relevant functions and levels within the organisation.
- ✓ Complying with relevant statutory and regulatory standards and requirements.
- ✓ Developing quality consciousness at all levels of the organisation.
- ✓ Effective analysis of data arising from monitoring and measuring activities to ensure customer satisfaction.

Ent DBN shall make it a duty not only to comply with the measures required by legal and contractual requirements in respect of Quality, but also to implement such measures as a matter of everyday behaviour at the highest possible level in the performance of our activities.

Each and every Manager shall, by personal commitment, motivation and example

- ✓ Lead his personnel to identify, analyse, assess and control the risks arising from their activities, products and services.
- ✓ Provide the necessary leadership to maintain a culture of awareness and continuous improvement for the Quality of work.
- ✓ Ensure that all employees under their supervision are competent on the basis of knowledge, education, training and experience

This Policy shall be enforced on all our worksites and adhered to by everyone. All employees are encouraged to participate in the formulation or improvement of work processes towards quality and efficiency. Performance, compliance and improvement will be continuously monitored and controlled by Ent DBN.

The successful operation of the quality management system relies upon the co-operation and involvement of personnel at all levels. This will facilitate the achievement of the company's strategic goals and objectives.

This policy shall be reviewed for effectiveness, efficiency and suitability at least annually as part of the management review process.

This statement represents my commitment on behalf of the company.

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**Johan MEKKAUI**  
**Managing Director**  
**May, 2017**