

# QUALITY POLICY

**FABIO MUSCAT**  
OZO GROUP CEO

**OZOGROUP**  
international

We strive to be market leaders in our industry by committing ourselves to ensure total customer satisfaction through our operations by accommodating client requests in a prompt and efficient manner, and by investing and training employees to meet the required Company standards. We measure our customers' opinion including customer complaints in order to continually improve our service.

To implement this policy, we have adopted a quality management system based on the requirements of ISO9001:2015. We commit ourselves to continually improve the quality management system and its effectiveness so that the client satisfaction that we are promising is achieved constantly and repeatedly.

All the employees within OZO Group understand and fully commit themselves to adopt this policy in their daily operations.

The effectiveness of this policy is measured through our Quality Objectives, which together with the policy, are reviewed on an annual basis to ensure continuous suitability and to ensure that our focus on customer requirements is maintained.

**Fabio Muscat**  
Group CEO  
Ozo Group

