

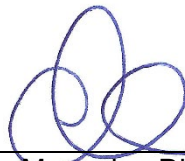
## QUALITY POLICY

**Harbour Solutions** is a small Maltese privately owned limited liability company that offers Building Management Systems and Energy Management Systems, IT Infrastructure and Network, and IT Management Systems.

**Harbour Solutions** adopts a Quality Management System based on the requirements of MSA EN ISO 9001:2015.

**Harbour Solutions** has established the following strategic objectives to be pursued through the Quality Management System:

- Long Term Vision
  - To establish long-lasting business relationships with all stakeholders having strong potential for development and growth.
  - To establish honest and transparent relationships built on mutual trust.
  - To be innovative and offer latest technology solutions.
- Customer Focus
  - To go the extra mile to understanding the customer requirements.
  - To provide simplified and tailored solutions to satisfy the customer requirements and intended use.
  - To be flexible and adapt to the toughest demands required by customers.
  - To constantly strive to exceed customer expectations.
  - To give the required and deserved respect and attention to all clients.
  - To guide the clients in the adoption of innovative solutions for their own benefit.
  - To meet customer requirements in a timely, cost effective and professional manner without ever comprising the business ethics and principles.
- Human Resources
  - To harness and develop the experience and knowledge earned over the years.
  - To ensure the correct and adequate competences of the employees.
  - To ensure that all staff can adapt to difficult and unforeseen operational circumstances.
  - To urge teamwork and cooperation.
- Quality
  - To continuously improve the quality management system and the overall management of **Harbour Solutions**.
  - To constantly nurture the culture of good quality and continuous improvement across **Harbour Solutions**.



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Managing Director  
*Ing. Ruben Curmi*