

Quality Policy

Quality of service is the key to our success in the market. A consistently high quality of consulting and engineering services is the foremost objective of our management, as it enhances Customer interest and also serves at motivating our staff members through positive feedback.

All activities of our staff members are guided by the following principles:

- awareness of the market demands, i.e. Customer's requirements;
- compliance with latest technical standards;
- compliance with valid commercial and legal regulations;
- compliance with ethic and fair trade practices.

We consider quality control and assurance an integral part of our services and day-to-day business. For us, it is a dynamic concept that applies to all our activities.

Our control and assurance procedures are tailored to the specific needs of our line of business. Thus, they simplify the work of our staff members, inter alia through robust and error-proof processes and systems. Each staff member of the company contributes to quality assurance and quality improvement.

Whenever quality risk or breach is detected, it is critically reviewed and analysed, and appropriate remedial action is taken. Should this be beyond the competence of a single staff member, this staff member is obliged to seek the advice of the company management, which will make the necessary decision. In case defined processes turn out to be inappropriate, these will be modified, and such modifications will be communicated to the concerned staff members.

The quality of our services often depends on the quality of external services (free-lance experts, sub-contractors, and consortium firms). We, therefore, demand highest quality from these external services and take full responsibility for the standard of the final work delivered to our Customers.

Furthermore, the company management undertakes to deploy sufficient and adequately qualified personnel to maintain, improve and further develop, and to implement the quality management system.

For this purpose, it is necessary to

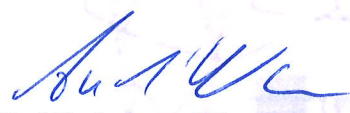
- identify and define quality objectives,
- regularly review these objectives and adapt them to new or changing requirements,
- conduct periodic reviews to ensure the effectiveness of the QM system, and
- maintain and update the QM documentation to demonstrate our commitment to meet Customers' interests and requirements.

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