

NEMUS believes that the quality of its services is the core aspect of its market position, as well as its contribution in promoting a better environment in a sustainable development framework.

In this way NEMUS commits itself:

To establish programs to **monitor** the degree of performance of the company in order to ensure high levels of service quality;

To establish mechanisms that lead to the fulfilment of the requirements set by the **clients** and also to the fulfilment of applicable legal and regulatory requirements;

To determine the existence of mechanisms for identifying and assessing the degree of customer satisfaction, ensuring the best support during and after the project;

To continuously determine the training needs and the satisfaction of the **employees**, the acquisition of information and technology;

To ensure the maintenance and the improvement of the level of organization and **flexibility** of the company by correcting key issues that affect the quality of the provided services;

To ensure employee motivation in promoting **continuous improvement** of the processes in NEMUS;

To continuously select the best **external consultants and partners** in order to ensure the quality parameters set by NEMUS.

Signature:



Date: 15th february 2018