

QUALITY POLICY

METCO's policy is to consistently provide telecommunication products and services for both domestic and GCC markets at a level of quality that meets or exceeds the expectations of our customers. Our goal is to set the standards for quality in our industry, with a commitment to satisfy all applicable legal and other requirements. We at METCO believe that quality is everyone's responsibility. Because quality depends upon people, all individuals regardless of job position at METCO must be involved with and committed to continual improvement. It is our policy to achieve the required level of quality by prevention of defects at all levels.

We will provide an environment where our employees are encouraged to identify and help solve problems, and where improvements and contribution to quality are recognized.

In any instance where we fail to live up to this stated policy, METCO will accept the responsibility to permanently correct the situation to the customer's full satisfaction – anything less is unacceptable.

We shall identify all major external and internal issues/ risks and opportunities related to the Quality Management System and take steps to mitigate these issues/ risks.

METCO will strive to be "partners" with our customers. It is only through this type of relationship that we can fully understand the needs and expectations that must be satisfied.

Quality is our formula for success. In order for us to continue to grow and prosper, our customers must recognize METCO as a company committed to quality in products and services. Our future depends on how well we demonstrate to our customers that they can depend on us for quality products and services always.

