

## **Service Quality Excellence Policy**

EDS is committed to pursuing highest standards of Excellence in all our business processes. It is policy of the company to:

- Comply with all applicable laws and regulations of the areas within which we operate or exceed compliance where our stated expectations require.
- Conduct all operations in a manner that promotes safe work practices and minimizes risk to our employees, our communities and the environment.
- Implement the programs, training and internal controls necessary to achieve our goals.

## Objective:

To achieve complete internal and external customer satisfaction and to conform to mutually agreed requirements the first time, every time, while protecting the well being of all personnel, assets and the environment.

The objective is achieved through a commitment to understanding and applying defined business process, complying with established standards and implementing continual improvements. Paramount attention will be given to achieving error free processes, products and services and maintaining a safe environment.

## **Commitment:**

We empower each employee to take the appropriate action to ensure compliance with this policy and objective.

This policy and the associated Objective and Commitment statement describe the targets we have set ourselves in achieving Excellence. The principles described in associated standards define the EDS expectations that must be incorporated into the culture of in order to achieve Excellence.

Kashif Rehman CEO 15<sup>th</sup> April 2008