



QUALITY AND ENVIRONMENT POLICY

RLG Systems India Private Limited is committed to consistently delivering high standard of Quality Service and has embedded its core values within the organization. Our Seven Key Core Values as an Organization are **Respect, Accountability, Teamwork, Integrity, Innovation, efficiency and Customer Satisfaction.**

We aim to achieve this through **sustainable business practice, operation resilience, environment protection and robust process.**

We actively foster a culture of **continual improvement and innovation.** We aim to be responsible corporate as we understand that with global presence comes global responsibility.

Our Quality and Environment commitment is put into effect by:

Customer Satisfaction :

We provide our customers with innovative solutions that are tailored according to the needs of the customer. Our team delivers impactful ideas to enhance customer satisfaction by exceeding customer expectations.

Compliance :

We comply with all the relevant **legislation, statutes, regulations and international standards.** We respect and comply with all the **customer and stakeholders'** requirements and adhere to the stringent **code of ethics.** We respect our human rights obligations embodied in universal covenants and declarations. We work only with the service providers who adhere to the highest standard of **Quality and Environment practices with integrity.**

Learning and Competence :

We provide effective **learning and training opportunities,** to our employees in order to ensure that the employees meet the desired **competency level,** are **aligned** with our **strategic goals,** reflect our **mission and vision,** and meet our management system requirements.

Communications :

Our Policy is made known to **our employees, customers, suppliers, contractors** and other relevant **third parties** through multiple effective and efficient **engagement and communication channels.**

Monitoring and continuous improvements :

Our Management systems ensure **continual improvement** through periodic **policy review, up to date business and market - relevant objectives and targets:** recognizing relevant **business condition, potential risks, changing market, and new information.** In our pursuit of **excellence,** and a **sustainable future;** we **engage, consult** with, and seek the **participation of our stakeholders**

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RADHIKA KALIA
Managing Director