

# QUALITY POLICY STATEMENT



*We PAL COOLING HOLDING are committed to continual improvement in our quality performance and customer satisfaction by anticipating and exceeding customers' requirement.*

To achieve this, We shall;

- **Training & Education** - A continuous upgrading of skills particularly within the operation and other business process that have a direct impact on the quality of products and services offered.
- **Continual Improvement** of product and services with respect to safety, functionality, serviceability & aesthetics and delivery quality in respect to time and price competitiveness.
- **Process Approach** where regular monitoring of the system performances, factual analysis and market feedback information are the base for effective decision making and continual improvements.
- **Quality Cost Reduction** and its full contribution to the entire business results.
- **Mutually Beneficial** suppliers and other business partners relationships.

*We shall communicate this Policy to all our employees and review it periodically for its continuing suitability.*

JANUARY 2025

**CHIEF EXECUTIVE OFFICER  
PAL COOLING HOLDING**