

Position Statement

Customer Satisfaction

Objective

solutions by stc ('solutions', 'we', 'our') believes in providing exceptional customer experiences while offering innovative solutions to its customers. We strive to achieve a customer centricity culture through internationally established common principles and behaviors.

This position statement demonstrates solutions commitment to ensure customer satisfaction in all our interactions with the customers.

Scope

This Position Statement encompasses all the functional and collaborative domains of solutions. It applies to every aspect of our operations, as well as interaction with suppliers, partners and customers.

Commitments

All employees at solutions shall be focused on the customer's interests, needs, preferences, and behaviors above all else. They shall always look for the best ways to serve the customer. They shall do everything in their capacity to achieve, maintain and enhance customer satisfaction through collective focus, change and innovation and shared beliefs.

Document Approved by:

Chief Strategy Officer & Chief Executive Officer