

CORPORATE GOVERNANCE

Quality of Service

The Company was awarded the ISO 9001:2008 standard certification in 2013 by the United Registrar of System Ltd (URS) in recognition of its Quality Management System relating to the Cable TV and Internet Data business line. The ISO 9001:2008 certification is a documented procedures and standard practice for the management system that guarantees the appropriateness of a process and product either in the form of goods or services with regards to certain needs or requirements to be determined or specified by the customer and the organization.

To ensure that all of the Company's operational activities are being carried out in accordance to procedure, the Company has developed a detailed Standard Operational Procedure. The standard also functions as a point of reference for the Company in carrying out the quality audit process.

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