



Quality Assurance Policy

Novagest is an Angolan service company that aims to stand tall amongst its international competitors by consistently providing quality catering, housekeeping and related support services that meet the needs of our clients.

We provide support services and products services within best business practices that emphasize the principles of Quality, Service, Value and Distinction, in a manner that ensures full client satisfaction, assurance that we are a "no risk" provider of services and products and allows our client to focus on their core activities.

We aim to achieve this quality by ensuring that we understand the client's expectations, mutually agree upon the service levels to be provided, deliver the service on time and on budget, check and measure all steps of the logistic and process, and correct anything that is not conform the standard.

We are continually working towards improving documented procedures for quality assurance in all aspects of our activities making every effort to ensure that all stages of the supply chain, from the preparation and submission of a tender through to the serving of the meals, are subject to quality control.

We aim to do this by:

- Ensuring that employees are working safely at all times;
- Ensuring that quality products are purchased;
- Ensuring that products are stowed, transported and stored under the appropriate conditions;
- Ensuring timely delivery of orders;
- Ensuring that the correct hygiene and food safety standards are applied to all preparation processes;
- Ensuring our employees are fully trained, knowledgeable and empowered to take decisions within their areas of competence;
- Ensuring that our company's activities have the least possible impact on the environment we work in;
- Ensuring that all financial activities are subject to strict control and internal and external audit.

The achievement of standards and best practice in our various activities is promoted by Novagest through staff training and motivation. Staff is provided with in-house professional training on the performance of relevant tasks and activities.

We acknowledge that our success and the success of our clients depend on the success of our employees' talents, energy and commitment to succeed and therefore Novagest commits to offer its employees opportunities to grow both professionally and financially.



Ivo Cruz Marques
President of the Board



Handwritten initials or date: 01/11/05