



## BAI Hong Kong Quality Policy

BAI Communications Limited (BAI) has designed, built and maintained communications systems for the Hong Kong MTR Corporation Ltd for more than 20 years.

BAI is committed to implementing and maintaining ISO9001:2015. The purpose of this Quality Policy is to ensure that BAI provides the highest quality, services and products that meet our customer's needs and satisfaction.

BAI commits to:

- Clearly understand the current and potential future requirements, expectations of our customers and applicable statutory and regulatory requirements.
- Work closely with our customers, suppliers and interested parties to deliver their services and achieve our business objectives.
- Address risks and opportunities associated with our context and objectives.
- Implement quality management in a systematic and planned way through the application of processes that align with the business operation and objectives.
- Train our people to contribute and achieve high quality work and performance.
- Audit, review and improve the quality management system adopted regularly.
- Improve processes and to continually improve the way we manage our business and deliver services to our customers.

This policy provides a framework for setting and reviewing our quality objectives.

This policy shall be communicated, understood and applied within BAI. It is prominently displayed at BAI office and included in the BAI Staff Handbook that would be distributed to all staff. It shall also be available for public viewing on the company website.

Signed: \_\_\_\_\_  
Paul Chan  
Managing Director

Date: 5 September 2018