



CERTIFICATE

in recognition of

Help Multiservice

received in Paris, in the year 2018

INTERNATIONAL STAR FOR LEADERSHIP IN QUALITY AWARD

Gold Category
for outstanding business achievements,
for perseverance and leadership
in excellence, and quality
in accordance with the QC100 Criteria



Paris, the 1st of July, 2018

Jose E. Prieto
President of Business Initiative Directions



Principles of the QC100 Total Quality Management Model



Commitment of Help Multiservice, Lda. to Quality

Our company accepts quality as a factor of development to become more competitive.

Help Multiservice, Lda. is committed to publicizing this Quality Culture with employees, suppliers, clients and the community, supported by the QC100 Total Quality Management Model, the principles of which are the following:

1 Quality is a consequence of valuing customer satisfaction and obtaining positive business results.

2 Meet the quality levels established in the company in accordance with the QC100 Points of Quality.

3 Encourage participation and teamwork for decision making.

4 Satisfy the needs of our clients and meet their expectations.

5 Provide human resources, both technical and economic, to achieve continuous improvement and respect for the environment.

6 Manage human resources in our company to achieve maximum potential.

7 Make employees aware of the importance of concentration on the most profitable areas of activity, to achieve the best business results.

The achievement of these seven principles by Help Multiservice, Lda. will foster improvement for clients, employees, suppliers and all of the other persons who make up the company.



"And the fruits will outdo what the flowers have promised"



BUSINESS
INITIATIVE
DIRECTIONS

Paris, July 1, 2018

Director Geral
Help Multiservice, Lda.