

Certified ISO 9001: 2008 in 2012, SONAPAR (Société Nationale de Participations) prioritizes the quality of service offered to customers through structured tasks and accountability required by all stakeholders and by the current economic situation.

In 2016, the ISO 9001, 2015 certification version enabled the organization to focus on value and priority to customers; therefore SONAPAR focuses on:

- The eligibility of projects from all sectors.
- The permanent search for national and international opportunities.
- Risk prevention at all levels.
- The improvement of performance results.

The Quality Management System is one of the development strategies of SONAPAR. Actions concern:

- Enhancing each employee's skills
- Dealing with customer complaints.

The quality-based approach entails the Chief Executive Officer's commitment to:

- Providing appropriate resources for employees to improve work productivity and performance.
- Providing necessary resources according to their availability and proven potential to contribute to the development of portfolio companies.
- Listening to customers and stakeholders in order to meet their service needs.
- Offering long-term solutions to maintain customer confidence.
- Involving the entire staff by periodically training them in the fundamentals of the quality management system, with the input of the Quality Manager.
- Meeting pertinent requirements.

And last but not least, continuously improving the Quality Management System.

The ISO 9001: 2015 Certification reflects for SONAPAR an essential path towards perfection and dedication to national development.

Antananarivo on 30 June 2017

The Chief Executive Officer

WOEL LALA Herilaza