

## We are committed to do what is right for our customer

For us at Intelli-Systems being customer-first doesn't stop with us simply offering great service but for us it means always doing what's best for our customer even if it means that we recommend another service provider, if we believe that we are not the best suited for them.

We live by 3 core values at Intelli-Systems:

1. **Integrity** – *We are honest in everything we do. We will not make pretences or promises for that which we are not or that which we do not have the ability to complete.*
2. **Simplicity** – *We will always strive to make our work easy to understand and follow. We will strive to master our craft for only through mastery can we innovate to find simplicity.*
3. **Collaboration** – *We will always be open to sharing what we know and learning new things. We form partnerships to create a rich ecosystem that we can learn from and contribute to.*

To ensure our commitment to customer advocacy, we regularly engage with our clients to create mutually beneficial relationships and truly understand their needs and requirements. We have a practice of reviewing our “lessons learnt” from every engagement so we may better ourselves. Most importantly, we insist on including the Voice of our Customer when making decisions to ensure they deliver value.

The recommendations and observations from our customers form an integral part of the way we undertake our work, evolve our business and structure our decisions. We constantly look for ways of improving transparency and our accessibility to our customers so that they may have the best experience possible in every part of their journey with Intelli-Systems.

Joseph Vijay

A handwritten signature in black ink, appearing to read 'Joseph Vijay'.

Chief Executive Officer