

QUALITY POLICY

Quality is an integral part of our business deliverables and is the guiding rule of our business principles when serving interested parties in the oil, gas, petrochemical and utility sectors. We strongly believe that, this will result in securing efficiency, a strong customer focus and enhancement of long-term sustainability and profitability within the Organization.

The Top Management of Emdad will show leadership and commitment, and bear the responsibility for establishing, implementing, integrating and maintaining the Quality Management System. We commit ourselves to:

- Provide a high quality, professional and efficient service.
- Take accountability for the effectiveness of QMS.
- Ensure the Quality policy and Quality objectives are established for the QMS and are compatible with the context and strategic direction of the Company.
- Satisfy applicable requirements by ensuring customer and applicable statutory and regulatory requirements are determined, understood and consistently met.
- Provide the necessary resources to enhance employees' performance.
- Provide & engage all required resources to ensure positive impact on the internal & external context we operate in.
- Ensure that responsibilities and authorities are determined and communicated throughout the organization for proper understanding of QMS function by all employees.
- Inculcate awareness among employees that quality is everybody's responsibility and require their total involvement and commitment.
- Promote the culture of process approach and Risk-based thinking throughout the Company.
- Seek structured feedback from clients and carry out actions in accordance with stated methods and client requirements; and assess opportunities for continual improvement.
- Establish good and respectable relation with suppliers and interested parties to provide an improved service.
- Encourage participation and promotion of quality responsibilities amongst all employees and third parties through standards, education, training and coaching, supervision and effective communication.
- Aim for continual improvement to maintain effectiveness of our management system.
- Ethical business culture, excellence, innovation, team work and value creation.

The policy shall be made available to our employees, customers, suppliers and other interested parties and communicated to all persons working under our control with the intent that they are made aware of their individual obligations.



Aly Abdel Malak
Chief Executive Officer