



**MANNAI ENERGY**

Member of Mannai Corporation QPSC

## QUALITY POLICY

**MANNAI ENERGY is committed to deliver the best customer experience through consistent high-quality services by adopting industry standards in the field of Infrastructure, Facilities Management and Energy Solutions.**

### **Our Principles:**

- We foresee the market needs and collaborate with stakeholders to accomplish.
- We understand the customer needs, their business and engage as partners.
- We bring the best solutions to address our customer needs.
- We believe in our products, people and processes to deliver best customer experience.

### **Our Policy will be achieved through:**

- Implementing a quality management system that meets the requirements of ISO 9001 and other requirements.
- Improve the Quality Management System and effectiveness to deliver customer-focused services that meet their current and future needs.
- Applying a culture of continual improvement by setting quality objective throughout our business to provide the best service to all our customers.
- Communication of this policy to our employees and stakeholders.
- Continually improve our services to our clients through analysis and inclusion of corrective actions.

Mannai Energy shall adopt the following approach to effectively adopt client's policies and procedures while ensuring compliance with the terms of the contract.

- Ensuring everyone understands their roles and responsibilities in adhering to the client's policies and procedures.
- Anticipate and address any challenges including change management proactively.
- Regularly audit and monitor adherence to the client's policies and procedures to ensure ongoing compliance throughout the duration of the contract.
- Solicit feedback from the client to identify areas for improvement.

Our business is dependent on the value we offer and the standards we achieve. This policy is applicable to all activities undertaken by and on behalf of the company.

**Abey Alu Rajan**  
General Manager