

Quality Policy

The basic orientation of *Caparo Middle East* is to be recognized for the quality of our products and for the quality of our team's service.

This will be achieved through:

- Aligning our Quality Management System (QMS) – ISO 9001:2015 – with the strategic direction of *Caparo Middle East*
- Embedding our QMS to ensure the Policy & Procedure manuals reflect what we actually do
- Satisfying customer requirements with the target to exceed expectations
- Adhering on time, in full to applicable statutory and regulatory requirements
- Monitoring our performance against quality objectives with a committed action plan to address under-performing areas
- Owning job descriptions that define responsibilities for each staff member to fulfill, and everyone understanding how their role fits into the strategic direction of *Caparo Middle East*
- In-role development of employees' skills & experience to enhance customer satisfaction, and to optimize process efficiencies
- Careful due diligence and selection of preferred suppliers

The framework for setting quality objectives is defined in the Quality Manual.

CEO is responsible for communicating the Quality Policy to all persons working for or on behalf of the organization and making it available to the public.

Chief Executive Officer

A handwritten signature in black ink, appearing to be "James", written over a horizontal line.