QUALITY POLICY

GISCO A BIN HAMOODAH COMPANY

Gulf Industrial Services Company – GISCO LLC-S.P.C and its Industrial Branch is committed to achieve and exceed its customer requirements and other applicable requirements related to engineering, procurement, construction, and maintenance for electro-mechanical and industrial projects, water and wastewater treatment, fire protection, gas detection and security systems including their associated civil works; providing Facilities Services in different sectors; carrying out mechanical, electrical & plumbing Projects; and supplying engineering products and services and Design, Manufacture, Supply, Installation, Testing, Commissioning and Maintenance of Water and Wastewater Treatment Plants.

In order to achieve this objective, GISCO has established and shall maintain a Quality Management System in line with ISO 9001:2015 and shall continually improve the Management System along with other management functions.

In particular, GISCO will:

- Set, monitor and update Quality objectives to enhance customer satisfaction and continually improve its Quality Management System

- Allocate the necessary resources required to deliver results in accordance with customers' requirements and company policies

- Select and work closely with suppliers who enable the company to create and deliver a reliable performance

- Monitor customer satisfaction and proactively seek their feedback on products/ services provided

- Analyze the causes of customer complaints and problems and take appropriate actions to prevent their recurrence

- Promote the use of the process approach and risk-based thinking

- Monitor and measure the effectiveness of its processes through internal audits and management reviews

Mahmoud Fathi
General Manager

GISCO shall effectively communicate this policy across the company and interested parties. GISCO shall also periodically review it to ensure its relevance and achieve continual improvement