



## QUALITY POLICY

HOT Engineering and Construction Co., a leading EPC contractor, is fully committed to complete implementation of an effective Quality Management System to ensure projects, products and services are executed to the satisfaction of its customers.

This will be delivered by implementing and maintaining effective Quality Management System in compliance with ISO 9001.

**We shall meet the above objective through the following:**

- Satisfying applicable requirements by ensuring that customer and applicable statutory and regulatory requirements are determined, understood and consistently met.
- Meeting all contract specifications and regulations, and satisfying the needs of our clients. We shall meet all commitments to customers on time.
- Maintaining proper communication and close coordination with our clients for successful execution of our duties.
- Qualifying and monitoring external providers and subcontractors to ensure satisfactory performance. We shall develop and maintain mutually beneficial relationships with external providers and subcontractors through close cooperation and communication.
- Developing a highly motivated, efficient and competent workforce to achieve customer satisfaction. This shall be achieved through adequate training and career development opportunities.
- Providing adequate resources and infrastructure necessary for the operations to achieve conformity of product and services.
- Fostering an environment in which creativity and responsibility are encouraged at all levels of the Company's management structure.
- Continual improvement of the Quality Management System by ensuring the risks and opportunities that can affect conformity of projects and services and the ability to enhance customer satisfaction are determined and addressed and focus on enhancing customer satisfaction is maintained.
- Ensuring continual improvement of processes based on customer feedback, external and internal issues, expectations of interested parties and audit findings.
- Top Management is fully committed and accountable for achieve the policy, continual improvement and involved to ensure our Quality Management System's continuing suitability, adequacy, effectiveness and alignment with the context and strategic direction of HOT ECC.

These objectives shall be achieved through Company's Integrated Management System which complies with ISO 9001.

All members of the HOT family are endeavored in abiding and achieving the above mentioned quality policy. This policy shall be available to all interested parties.



**Jamal Al-Houti**  
Chief Executive Officer

Date: 01.10.2019

QP/1.5/1019