



QUALITY POLICY

We at **GERSEN International General Trading & Contracting Company W.L.L** are committed to providing high quality, professional and efficient services to our clients complying with all operation essential quality requirements to the fullest. We believe that quality is the most valuable component of any service we provide and any activity performed. Maintaining quality and continual improvement is the utmost priority of Gersen team members and partners involved in all levels of our operations. In order to maintain our quality goals at every step and to ensure the continual improvement of the Quality Management Systems and performances.

Gersen's top management is committed to;

- Plan, formulate, integrate and maintain a dynamic quality management system, as an integral part in all levels of operations we are involved in.
- Work towards industry specific quality certifications and accreditations after proper assessments of needed certifications in accordance with project specifications.
- Ensuring all stake holders including our employees, management and partners are properly trained and accredited. Quality maintenance starts with each and every individual involved.
- Maintaining a quality management process which reviews all business systems for efficiency and competence. This will enable further upgrade or changes as required for procedures, practices, systems and goals.
- Maintain an effective system and process to record and investigate recorded quality events or concerns, identify root cause and find solutions for any concerns raised in a positive manner.
- Encourage customer and partner feedbacks in all projects involved to make sure quality maintenance receive continuous appraisal and improvement.

Management and supervisory staff have responsibilities for the implementation of this policy and must ensure that quality matters are given adequate consideration in the planning and day-to-day supervision of work.

Our General Manager is the point of contact for communicating and responsible for overseeing Quality compliance within our organization.


CHAIRMAN

GERSEN International

5th September 2018

Rev.01

