

International Humanitarian City

Quality and Facility Management Policy

Doc # Annexure 11.2

IHC is committed to achieve Customer satisfaction, trust, and confidence through continual improvement in Quality Management System & Services of all activities and compliance with applicable Legal & other requirements.

IHC Management is committed to:

- Manage the facilities possessed and owned by IHC in line with the IHC's expectations of facility maintenance, usage and longevity as well as in line with Customers' expectations of facility quality and availability.
- Satisfy applicable requirements by ensuring that Customer and applicable statutory and regulatory requirements are determined, understood, and consistently met.
- Improve continuously the QMS and Facility Management systems by ensuring that the risks and opportunities that can affect conformity of products and services are determined & addressed and the focus on enhancing Customer satisfaction is maintained.

IHC Management shall ensure the effectiveness of QMS and make sure that the quality policy and quality objectives are established for QMS, FMS and are compatible with the context and strategic direction of the IHC.

Quality Policy shall be communicated to all employees and stakeholders within IHC. All employees are expected to cooperate and assist in the implementation of this policy.

Chief Executive Officer

