



[FACILITY MANAGEMENT SYSTEM POLICY]

AYKA Management is committed to delivering effective and sustainable facility management services to its clients. The organization shall perform evaluations of the requirements for users/facilities, service delivery plans, strategic directions, and allocated budgets by performing the following actions:

- Establish customer centric Facility management processes and functions to deliver optimal service.
- Establishing effective mechanisms for monitoring and reviewing objectives, targets, and Key Performance Indicators to continually improve organizational performance
- Establishing and implementing comprehensive risk management framework. Ensure that our practices comply with applicable local statutory/regulatory requirements and align with other policies and international standards. Providing appropriate resources, training, facilities, and controls to maintain a healthy and safe working/studying environment.

We are committed to making it publicly available on the company website and accessible to relevant interested parties. And effectively implementing the Policy, periodically reviewing, updating (if required), and reporting to top management.



Eng. Mohammed Abdulhalim Muwahid
[GENERAL MANAGER]