



[QUALITY MANAGEMENT SYSTEM POLICY]

AYKA, as a leading Integrated Facility & Property Solutions, is committed to delivering optimum quality in Facility management, technical services & security services that not only meet but exceed our customers' requirements and expectations.

Our quality assurance system is guided by the following principles:

- Leadership demonstrates role model commitment to implementing and ensure compliance to Quality management system.
- Establish a dynamic organization structure with SMART quality objective aligned with business goals and targets for continual improvement of the quality management system.
- Establish effective controls on processes and functions to achieve optimum customer satisfaction and address timely closure of customer complaints.
- Ensure that organizations deploy adequate resources & develop mechanisms for tis optimum utilization to support sustainable growth.
- Invest in our people through training, personal and professional development, incentive and recognition programmes.

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]