

Dubai Humanitarian

Quality and Facility Management Policy

Dubai Humanitarian is committed to achieving customer satisfaction, trust, and confidence by delivering quality services, continually improving the effectiveness of its Quality Management System (QMS) and Facility Management System (FMS), and complying with all applicable legal, statutory, regulatory, and other relevant requirements.

Dubai Humanitarian Management is committed to:

- Managing the facilities owned and operated by Dubai Humanitarian to ensure they are maintained, utilized, and preserved in accordance with organizational requirements, while meeting customers' expectations for quality, safety, functionality, and availability.
- Determining, understanding, and consistently fulfilling customer requirements, as well as applicable statutory, regulatory, and other compliance obligations.
- Establishing, implementing, monitoring, and reviewing measurable quality objectives that support the strategic direction of Dubai Humanitarian.
- Applying risk-based thinking by identifying and addressing risks and opportunities that may affect the conformity of services and the ability to enhance customer satisfaction.
- Continually improving the effectiveness and performance of the Quality Management System and Facility Management System to enhance customer satisfaction and operational excellence.
- Providing the necessary resources, leadership, and support to ensure the successful implementation and continual improvement of the QMS and FMS.

This Quality Policy shall be communicated, understood, and applied throughout Dubai Humanitarian and made available to relevant interested parties as appropriate. All employees are expected to support, comply with, and contribute to the effective implementation and continual improvement of the Quality Management System.

Chief Executive Officer

