



QUALITY POLICY

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Shanfari & Partners Co. LLC is one of the pioneering companies in Sultanate of Oman who provides services to the Government and Private Sector Clients in Construction civil works including road construction, Bridges, Flood control protection, Pipe laying, Transportation of bulk fuel, Fuel filling stations and Central Workshop for Maintenance and Repairs of Automobiles, Plant and Machinery.

The CEO, Directors, Management and Staff are responsible for Quality Control through the Quality Management System seeking improvement by constant review, with suppliers and sub-contractors being encouraged to co-operate. The Company is committed to achieving customer satisfaction using quality procedures which will be operated to meet or exceed the requirements of ISO 9001.

Our Quality Policy is defined and strongly driven by the following management principles and behaviors:

- Build a mutually profitable relationship with our customers, ensuring their long-term success, through the understanding of their needs and the needs of their customers as well.
- Achieve our commitments for quality, cost, and schedule.
- Enhance the systematic research and use of best preventive practices at all levels and ensure reliable risk management.
- Drive continual improvement and innovation based upon efficient business processes, well-defined measurements, best practices, and customer surveys.
- Develop staff competencies, creativity, empowerment, and accountability.

through appropriate development programs and show strong management involvement and commitment.

S&P strives to be the best provider of all above services in the industry using these guiding principles. Everyone in S&P is accountable for fully satisfying our customers by meeting or exceeding their needs and expectations with best-in-class solutions and services. Our goal is 100% customer satisfaction 100% of the time.

S&P shall ensure that this policy is reviewed, made available to interested parties and amended as appropriate inline to the organizational objectives, management system requirements and business needs.

CONTROLLED COPY

Salalah
11.02.2021


Chief Executive Officer