



## Quality Policy

AHI Carrier aims to be one of the leading suppliers, design consultants, and project managers, with respect to HVAC and refrigeration solutions, in addition to building control, fire and security systems, for residential, commercial, and oil & gas facilities.

To achieve this goal the Company recognises that the maintenance of quality standards in all activities is an intrinsic key to our success. AHI Carrier is focused on providing equipment and services that consistently deliver our customer's expectations and comply with all relevant specifications and regulatory requirements.

AHI Carrier believes that a systematic and process-based approach to quality assurance is the optimal way to ensure consistent and continual improvement. To this end the Company has established a quality management system designed to comply with the requirements of ISO 9001:2015, and all relevant legal requirements.

The management of AHI Carrier is committed to ensuring that customer satisfaction, and the degree to which we meet or exceed their expectations, is maintained at a consistently high level. The Company will obtain and monitor customer feedback and will establish objectives and targets that will drive continual improvement with respect to all aspects of our business.

The management undertakes to provide the resources and training necessary to ensure that all those undertaking any required task are competent to do so. All personnel are responsible for the quality of their own work, and all employees will make themselves familiar with the systems and processes involved in the completion of each task.

In the development and application of our management system we will ensure that a risk-based approach is used to identify potential risks and opportunities for the business operations that may affect the overall performance of the management system. In this respect AHI Carrier will, as a global business, assess risks related to political, economic, sociological, technological, logistical, and environmental issues, and will analyse these when determining suitable actions to control risks, maximise opportunities wherever identified, and minimize our impact on Global warming and climate change; additionally, this information will be used to ensure ongoing suitability of the management system.

AHI Carrier establishes strategic objectives for the business and monitors progress of these through established relevant Key Performance Indicators (KPIs).

The quality policy will be prominently, and publicly, displayed throughout our areas of operation ensuring that all personnel are fully conversant with the quality aims of the company. The policy is publicly available and is included on the Company's website [www.ahi-carrier.com](http://www.ahi-carrier.com) and will be made available to interested parties upon request.

The Policy will be periodically reviewed to determine suitability to the business. If deemed necessary by the needs of the business, the Policy will be revised and reissued.

A handwritten signature in blue ink, appearing to read 'Afaf Kontar'.

Afaf Kontar  
Chief Executive Officer  
AHI Carrier Fzc

Dated: 05-11-2024

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