



QLTY

QUALITY
POLICY

At HOTECC, we are dedicated to delivering the highest quality in every aspect of our activities, products, and services to fully satisfy our customers's expectations.

OUR COMMITMENT IS BUILT ON THE FOLLOWING KEY PRINCIPLES:

- **Understanding Needs:** We actively ensure compliance with customer requirements and all relevant laws and regulations.
- **Meeting Expectations:** Our aim is to fulfill every contract specification, deliver our projects on schedule, and meet or consistently exceed the expectations of all stakeholders involved.
- **Effective Communication:** We prioritize clear and open communication with our internal and external clients to ensure seamless project execution.
- **Working with the Best:** We select and oversee our subcontractors and suppliers rigorously to uphold our high standards of quality.
- **Developing Our Team:** We are committed to fostering a skilled and motivated workforce through continuous training and career advancement opportunities.
- **Providing Resources:** We ensure the availability of necessary resources and infrastructure to maintain our quality standards.
- **Encouraging Creativity:** Our company culture promotes creativity and accountability at every level of the organization.
- **Customer Satisfaction:** Our dedication to excellence ensures that every client experience is outstanding, fostering long-term relationships and customer loyalty.
- **Continual Improvement:** We are committed to the ongoing enhancement of our processes, driven by customer feedback, audit results, and industry best practices.

Our proactive leadership is fully engaged in upholding this policy, ensuring our Quality Management System remains effective and aligns with both our strategic goals and the standards of ISO 9001:2015.

This policy is accessible to all and represents a collective commitment across our company to uphold the highest standards of quality.

A blue ink signature of Jamal N. Al-Houti.

Jamal N. Al-Houti
CEO

27 MAY 2024
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