



## Quality Policy

AHI Carrier aims to be one of the foremost suppliers, distributors, project managers and design consultants with respect to HVAC equipment and associated power and control systems. To achieve this goal the Company is recognizes that the maintenance of quality standards in all activities is a key to our success and reputation. AHI Carrier is focused on a policy of providing equipment and services that meet or exceed customer expectations and all associated specifications or 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 the ISO 9001:2015 International Standard.

The management of AHI Carrier is committed to ensuring that customer satisfaction and perception of the degree to which we meet or exceed their expectations is maintained at a very high level. The Company will obtain and monitor this information and will establish targets and objectives that will facilitate continual improvement with respect to all aspects of customer satisfaction.

The management undertakes to provide the resources and training necessary to ensure that all those undertaking any required task is 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.

AHI Carrier in the management of our processes and systems will ensure that there is a focus on risk-based thinking aimed at taking advantage of any identified opportunities and preventing undesirable results by identifying risks and implementing actions to mitigate against them. In this respect AHI Carrier will, due to its activities across the globe, assess risks related to political, economic, sociological, technological, logistical and environmental issues (PESTLE) and will incorporate a strengths, weaknesses, opportunities and threat (SWOT) analysis when determining risks and opportunities.

AHI Carrier have established Key Performance Indicators (KPI's) to monitor the performance of our systems and processes, results obtained will be used to develop Targets and Objectives will be designed to facilitate continual improvement of the quality management processes and performance, key aspects of the system to which top management are committed and focused on achieving.

The quality policy will be prominently displayed ensuring that all personnel are fully conversant with the quality aims of the company. The policy is publicly available and is on the Company's website [www.ahi-carrier.ae](http://www.ahi-carrier.ae).

The Policy will be reviewed at least annually to ensure its continued suitability.

A handwritten signature in blue ink, appearing to read 'M. Madhanagopal', written over a horizontal line.

Madhanagopal Chandrakumar

COO

AHI Carrier FZC