

QUALITY MANAGEMENT (QM) POLICY

Policy Statement & Commitment

Our objective is to consistently deliver products and services that meet or exceed customer expectations, statutory and regulatory requirements, and applicable industry standards. We are dedicated to fostering a culture of quality, accountability, and continuous improvement across all levels of the organization.

Strategic Objectives

To achieve our quality vision, we will:

- Understand & anticipate current and future customer needs and expectations.
- Strengthen collaboration with customers, suppliers, & stakeholders to achieve objectives.
- Deliver services that are reliable, consistent, & fit for purpose.
- Integrate quality management into business strategy and operational planning.
- Establish measurable quality objectives and monitor performance against defined KPIs.
- Enhance customer satisfaction through consistent service delivery & feedback mechanisms.
- Drive continual improvement through risk-based thinking and process optimization.

Our Quality Management Principles

Our Quality Management System is built upon the following principles:

- *Customer Focused:* Meeting and exceeding customer expectations.
- *Leadership:* Establishing unity of purpose and direction.
- *Engagement of People:* Empowering employees at all levels.
- *Process Approach:* Managing activities as interrelated processes.
- *Improvement:* Ongoing enhancement of performance and systems.
- *Evidence-Based Decision Making:* Using data to guide decisions.
- *Relationship Management:* Building strong partnerships with stakeholders.



Quality Management System Framework

The Company shall establish and maintain a structured QMS that includes:

- Clearly defined processes, procedures, and documented information.
- Defined roles, responsibilities, and authorities for quality-related functions.
- Integration of quality with Health, Safety, and Environmental (HSE) objectives.
- Risk and opportunity assessment within all business processes.
- Performance monitoring, internal audits, and management reviews.
- Continual improvement mechanisms to enhance efficiency and effectiveness.

Roles & Responsibilities

- **Top Management / Directors:**
Provide leadership, ensure resources are available, and take ultimate accountability for the effectiveness of the QMS
- **General Manager:**
Ensure implementation, monitoring, and continual improvement of the QMS and alignment with business objectives
- **Quality Manager:**
Maintain the QMS, ensure compliance with applicable standards, and report performance to top management
- **All Employees:**
Take ownership of quality in their respective roles and comply with QMS procedures and requirements

Resource Management & Competency

The Company will ensure that:

- Employees are competent based on appropriate education, training, and experience
- Ongoing training and development programs are implemented
- Adequate resources are provided to support quality objectives
- Awareness of quality policies and objectives is maintained across the organization



Control of External Providers

All externally provided products and services shall be:

- Evaluated, selected, and monitored based on defined criteria
- Subject to periodic review to ensure compliance with quality and HSE requirements
- Managed to ensure risks to quality, safety, and environment are minimized

Performance Evaluation & Improvement

We are committed to:

- Monitoring customer satisfaction and feedback
- Measuring process performance against defined objectives
- Conducting internal audits and management reviews
- Identifying non-conformities and implementing corrective actions
- Promoting a culture of continual improvement across all operations

Quality Culture & Promotion

The Company will:

- Promote awareness of quality at all organizational levels
- Encourage employee participation in improvement initiatives
- Foster innovation and proactive problem-solving
- Recognize contributions to quality enhancement

Policy Review

This Quality Management Policy will be reviewed periodically to ensure its continued suitability, adequacy, and alignment with business objectives and applicable standards.

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