

## COOPERHEAT MIDDLE EAST

### Quality Policy Statement

At Cooperheat Middle East we are a value-driven provider of fully integrated operations, maintenance, turnarounds & outages, construction & modifications, equipment manufacturing & repair solutions. We depend on our ability to deliver quality services and products to our customers and to continuously improve. This is captured in Cooperheatme's ambition statement which is to:

*Be the industry reference. Every day. Everywhere.*

We strive to be a well-connected, diverse and data-informed organization with a reputation for continuously enhancing our clients' performance and for setting standards of excellence in asset management. To achieve our ambition, we are committed to:

- Achieving customer satisfaction through delivering services or products that meet or even exceed client expectations
- Creating an innovation culture across our company to stimulate service and product improvement bottom-up
- Ensuring a continuous learning and improvement mentality by having Client Satisfaction surveys in place
- Conducting regular Quality audits and review non-conformances during an Annual Management Review
- Operating under the control of our business management systems conforming to national and international management system standards, laws and regulations
- Ensuring that our personnel are able to perform their duties effectively through a comprehensive competency program, ongoing training and personal development

We do that with an unwavering commitment to our core values:

- Safety: *We work safely, or we do not work*
- Client focus: *Go beyond client's expectations*
- Teamwork: *Alone you might go faster, together you will go further*
- Excellence: *We strive to deliver quality fit-for-purpose solutions at unmatched value*
- Integrity: *Nothing to hide*

This policy is communicated to all employees, contractors and others working on our behalf. It is made available to the public and other interested parties via [www.cooperheatme.com](http://www.cooperheatme.com). It is reviewed annually to ensure it remains relevant and appropriate to Cooperheat.

Nadine Hassan Ali Bin Ali

CEO

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[WWW.COOPERHEATME.COM](http://WWW.COOPERHEATME.COM)

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