



QUALITY POLICY

We, at Carrier & Wholesale Department, are fully dedicated to partner with and sell services to leading telecom operators and service providers to expand the reach of etisalat CWS services including voice, data, mobile and roaming, as well as maintaining suitable network infrastructure.

We strive to provide the best possible value and experience to our customers, in addition we are promoting quality based culture with full efforts towards the following principles:

Management Commitment

- Delivery of optimal quality performance in all our business aspects and strive to provide quality products and services
- Provision of adequate resources for quality purposes

Interested Parties

- To meet our customers' and interested parties' requirements and expectations through the application of quality principles, as our success ultimately depends on their satisfaction

Continual Improvement

- Adopting the principle of risk-based thinking in all our operations
- Optimizing time, quality, cost and project management in all our works, to ensure financial growth
- Setting ambitious, measurable and inspiring Quality Objectives and Targets in line with our strategic direction and continually reviewing them
- Measuring ourselves against the world's best practices and learning from our past experiences



Our Employees

- To safeguard our employees' professional future and personal development through training and continuous education
- To create an environment of trust, personal integrity, mutual respect and open communication
- Involve all employees at all levels in quality programmes and their continual improvement

In addition, we are fully committed to effectively implement, maintain and comply with the requirements of the International Standard of ISO 9001:2015 in all concerned areas of its application, and ensure that the policy is communicated, well understood within our organisation and made available to our interested parties.

Authorised By:

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CC&WO

Date & SIG.