



QUALITY POLICY

RAK Properties is committed to become a world class service provider in Real Estate for our customers to fully meet their expectations. We endeavor to have control over all our processes by maintaining a Quality Management System that complies with the requirement of ISO 9001:2015 International Standard and other applicable specifications/standards through the involvement of our highly trained and motivated employees.

RAK Properties continuously strives to improve the quality of our services by operating a Quality Management System (QMS) in accordance with the requirements of ISO 9001:2015.

RAK Properties is committed to;

- Satisfying applicable requirements by ensuring that customer and applicable statutory and regulatory requirements are determined, understood and consistently met.
- Ensure the Quality Policy and Objectives are established and are compatible with the context and strategic direction of the Company.
- Understanding our customer requirements both stated and implied before action is taken.
- Providing the services in a timely manner to avoid wastage of time or resources.
- Aiming to identify and subsequently minimize customer complaints through corrective and preventive measures.
- Provide an efficient and trouble free service by updating/upgrading our technology and personnel's skills as required.

This policy will be reviewed annually by top management and where deemed necessary will be amended and re-issued. This policy is available to relevant interested parties, upon reasonable request.

Mohammed Sultan Al Qadi
MD & Chief Executive Officer