

## QUALITY POLICY

Rural Areas Electricity Company SAOC (RAEC), a closed omani joint stock company registered under the Commercial Companies Law of Sultanate of Oman.

The company is primarily undertaking electricity generation, transmission, distribution & supply and desalination activities pursuant to license issued by Authority for Electricity Regulation, Oman.

The RAEC management ensures that each employee strives for effectiveness of the system through performance driven objectives for Customer Satisfaction, Quality Performance and Defect-Free Services. RAEC considers its human resources as the most valuable asset and it aims to hire and retain the best.

### **Pursuant to its objective and goals, the management is committed to:**

- be a quality-oriented institution, provide a positive environment and facilitate the development of employee careers through training and challenging opportunities.
- be able to satisfy our stakeholders by formulating policies based on facts and implementing a Quality Management System in line to the standard ISO 9001: 2008 that ensures the integrity of our business transactions, procedures and processes.
- be able to provide best services and continually improve the quality management system by undertaking endeavors to integrate new systems & technologies within its operation including renewable energy technologies, digital metering, performance management system, CRM, etc.
- ensure and exercise necessary controls including the adherence to standard policies and procedures on all third party, sub contractors and vendors associated with RAEC.
- monitor water supply & power generation, tracking of no. of connections, no. of customers, no. of interruptions, new meter testing, project progress and ensure regulatory compliance to all license conditions and relevant codes.

The top management shall be responsible for the establishment & communication of policies and procedures in RAEC. The employees shall abide, adhere & ensure the implementation in their routine activities.

The management is committed to review and where applicable update the policies & procedures inline to the organizational objectives, quality system requirements & business needs.

Approved by:



Date Issued:

Chief Executive Officer

19.08.2013