

Facility Management Policy

Infracare provides forward thinking facilities management through integrated teams to support our customers throughout the United Arab Emirates, from its head office in Al Quoz, Dubai.

Infracare is committed to delivering added value to our clients by fostering a quality mindset that ensures their needs, expectations & levels of satisfaction are always met. In addition, Infracare is committed to achieving its strategic objectives, whilst complying with requirements of interested parties including, but not limited to, **ISO 41001:2018** standard as well as other applicable local & international regulations, standards, guidelines & requirements.

In support of these commitments, Infracare will undertake to:

- ✚ Ensure this policy & management system are regularly reviewed at least once every 12 months, to guarantee continuing suitability to the needs of the organisation & interested parties.
- ✚ Ensure continual improvement of the FM system through establishing measurable objectives & targets for facility management performance
- ✚ Ensure this Policy & relevant objectives are communicated & understood by all employees and that adequate resources are provided to achieve the same
- ✚ Implement a risk management process to mitigate risks & control hazards
- ✚ Ensure its FM system is designed to consider the characteristics and requirements of the demand organization, the users of any facility being managed by the Infracare, as well as the facilities themselves;

This FM Policy shall be:

- ✚ Made available as documented information to interested parties, as appropriate;;
- ✚ Communicated regularly within the organization and with other interested parties;
- ✚ Consistent with the organizational plan and integrated with other relevant organizational policies;
- ✚ Appropriate to the nature and scale of the organization and its operations;
- ✚ Implemented, periodically reviewed and reported to top management, and, if required, updated.

This policy is available to interested parties upon reasonable request.

A handwritten signature in blue ink, appearing to read "Suresh Kumar".

Suresh Kumar

Senior Vice President
Properties & Infrastructure

21st April 2021