

QUALITY POLICY

Daly Middle East is committed to delivering reliable and high-quality engineering products and technical services for industrial and infrastructure applications. Our activities include the supply, assembly, installation, commissioning, repair and maintenance of lighting systems, instrumentation equipment, industrial electrical components, flow measurement devices, water treatment products, pump systems, and related technical equipment for safe-area and hazardous-area environments. **Daly Middle East** has established and implemented a Quality Management System in accordance with ISO 9001:2015 to ensure the effective management and continual improvement of all processes related to our business operations.

Through this policy, **Daly Middle East** commits to:

- **Consistently meeting customer requirements** and enhancing customer satisfaction through reliable products, services and responsive support.
- **Complying with all applicable statutory, regulatory and contractual requirements** relevant to our activities and markets.
- **Implementing, maintaining and continually improving the effectiveness of the Quality Management System** in accordance with ISO 9001:2015.
- **Ensuring competent personnel, adequate resources and effective operational controls** to deliver quality products and services.
- **Promoting a culture of quality, responsibility and teamwork**, where every employee understands their role in achieving quality objectives and delivering value to customers.
- **Reviewing organizational performance and processes regularly** to identify opportunities for improvement and operational excellence.

Top management ensures that this Quality Policy is communicated, understood and applied throughout the organization, and that it provides a framework for establishing and reviewing quality objectives.

Daly Middle East expects all employees to take responsibility for the quality of their work and to contribute actively to the continual improvement of the organization and its services.

For and on behalf of **Daly Middle East**

General Manager



Date:

22/04/2026