



النهضة للخدمات ش.م.ع.ع
Renaissance Services SAOG

Renaissance Services - Contract Services Group (CSG)

- Tawoos Industrial Services Company LLC
- Rusail Catering & Cleaning Services LLC
- Renaissance Services PAC Division
- Renaissance Services Overseas Division
- Renaissance Contract Services AS (RS-NOC) Norway
- Renaissance Contractos-e-Servicios Angola (LDA)
- Renaissance Facility Management Services LLC. Abu Dhabi, UAE

Quality Policy

Renaissance Services (CSG) shall strive to act with due attention to the quality of its services and activities in all areas of its business.

We can only continue to thrive by ensuring we give our customers a service that, in all respects, is of the very highest quality. This policy can best be achieved by involving staff at all levels.

To implement this policy, Quality Management programmes will ensure that: -

- Requirements for all company activities are clearly specified, agreed and understood.
- Systems and controls are in place to enable consistency in product and service that meet agreed requirements and satisfy our customers, this includes monitoring the effectiveness of software being used.
- Enhance customer satisfaction through the effective application of the system, including the processes for continual improvement and assurance of conformity to customer requirements.
- There is positive involvement and commitment by all staff and suppliers to eliminate errors, to achieve conformity of product and services to planned arrangements.
- Management review shall be carried out a minimum of twice yearly to ensure the continued effectiveness of the Quality Management System and suitability of the Quality Policy.

Management will ensure objectives and targets are communicated and understood by all employees and suppliers.

Ananda Fernando
CEO

Description	Revision Number	Date Issued
Issue 1	1	01.04.2010