

Quality Policy

At Arkad SpA QHSSE is at the heart of what we do and we aim to have all stakeholders at all levels embrace sound QHSSE practices in every activity, project and location.

At Arkad SpA we believe that Excellence in QHSSE leads to safeguarding people and the environment that directly reflect positively on the reputation of the business and on increasing customers trust and bring more business.

We in Arkad SpA strive to fulfill our responsibilities and obligations towards our people, our customers, our partners, our suppliers, our communities and our shareholders by committing to the following values.

Customer Focus & Quality

- Identify, understand and meet our customers' needs, measure customer satisfaction and implement improvements to increase their trust.
- Deliver projects to the required quality, on-time and within budget meeting our customer's requirements by acting proactively in every situation.
- Identify innovative tailor made solutions aiming to bring added value solutions to our customers while optimizing cost.
- Implement Risks & Opportunities methods to manage processes and projects for continuous performance improvement.

Ownership & Performance

- Take leadership and commitment for our work at all organizational levels.
- Support and engage our people at all levels in a relentless drive to improve performance in delivering projects and services.
- Increase the motivation and skills of our people through training and development initiatives.
- Develop lean and consistent processes to continually enhance projects and service delivery across our field of operation.

Safety & Integrity

- Embed social responsibility & company ethics policies in our business practices making it everyone business.
- Ensure that products, goods and services provided meet applicable statutory and regulatory requirements.
- Continually improve environmental, health and safety performance through all operations and services.
- Identify hazards and near-misses to prevent, control or reduce risks to an acceptable level.
- Take responsibility for the health of our employees, improving working conditions and health promotion initiatives.

Collaboration & Trust

- Leverage our partners & suppliers' strengths to improve our business delivery from design through installation and operation.



Fares Khatib
Chief Executive Officer
Arkad S.p.A.

Sesto S. Giovanni, 15 January 2020