

## QUALITY POLICY

**Hilti** is a world leader in the design and manufacture of cutting-edge technologies, software, and services for the professional construction industry. **Hilti** stands for *innovation* and *direct customer relationships*. About 33,000 employees around the world, in more than 120 countries, contribute to making our customers' work more productive, safer and more sustainable.

We, **Hilti Kuwait General Trading Company W.L.L.**, are involved in the Sales, Technical Services, Marketing and Repair of Hardware, Electrically Operated Tools, Battery Operated Tools and Related Accessories to the Construction, Oil & Gas and Energy Industries, and are committed to the following quality principles:

- Endeavour products & services to the Clients' complete satisfaction; meeting Clients' requirements by adopting a process approach and risk-based thinking when developing, implementing, and improving the effectiveness of its Quality Management System (QMS).
- Continual commitment to "Quality" in what we do and is the cornerstone upon which the Company is built.
- Fulfill all ISO 9001:2015 standard requirements & continually improve our products, services and processes.
- Provide adequate training to employees to improve their competency and skills to provide high quality services.
- Identify all risks and opportunities, internal and external issues related to the Quality Management System and take steps to mitigate these risks and issues.
- Set and monitor measurable objectives, to ensure continual improvement with respect to the Quality Management System.
- Ensure compliance with applicable statutes & regulations.



General Manager

SM  
4/10/2023

Date: 04.10.2023

Place: Kuwait.