



Emirates Response Services LLC.

الإمارات لخدمات الاستجابة ذ.م.م

ERS QUALITY POLICY

Emirates Response Services LLC (ERS) is a company established to supply Manpower (firefighters) Recruitment and Training in diverse sectors of Defense, Government, Public and other sectors. ERS is committed to providing a superior quality of contracted services to our customers by:

- Empowering our company personnel in consistently meeting or exceeding our customers' expectations for product and service quality and performance.*
- Demonstrating its ability to consistently provide products and services on time or better; which meet customer requirements and to develop mutually beneficial relationship with our customer(s).*
- Recruit and retain suitably qualified company personnel, who receive applicable training to maintain or enhance their professional qualifications to improve competency and to provide opportunities for growth as well delivering services in the most effective and timely manner for the benefit of our customer(s).*
- Aiming to enhance customer satisfaction through the effective application and continual improvement of the Quality Management System, including processes for improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory (legal) requirements.*
- Being committed to developing and monitoring objectives in order to ensure, achieve, and fulfill the requirements of this committed policy.*

Authorized by:

Mr Talal AlHashmi
Managing Director
Emirates Response Services LLC

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