

Quality Policy Statement

Scope of services: Amina & S Services LLC is a provider of a wide range of Construction, Renovation Cleanup, Furniture Movers, Pest control, Fire & Water Restoration, General Maintenance, and Janitorial Services.

Our commitment: Our Company is committed to comply with all applicable laws, standards, codes, client's needs, expectations and relevant requirements to achieve high standards of quality performance. Our processes are structured into a documented Quality Management System, which meets the requirements for ISO 9001:2015 International Standard.

We take obligation to apply in our activities to principles and methods described below:

- **Customer focus:** We depend on our customers and are committed to supplying them with high quality services that conform to their requirements. Our aim is to meet or exceed our customers' expectations.
- **Continuous improvement:** We will promote the continuous improvement of the Quality Management System through implementation of best practices and the visible leadership, commitment, involvement of the line management and employees participation.
- **Objectives and Targets:** We will identify the objectives for quality related issues and set the targets to achieve them for each year of operations, which will be reviewed on annual basis by senior management. Training of employees will be an integral part of the strategy to achieve the objectives.
- **Resources:** All necessary resources such an intellectual, financial, informational, assets and others will be provided by company management to achieve planned objectives and targets
- **Interested parties:** We are and our clients, suppliers, partners and other interested parties are interdependent. We will seek to develop mutually beneficial relationships to improve Quality leading to greater reliability, enhanced services and increased efficiency.
- **External and internal issues:** Any issues that could influence the purpose and the strategic direction of the organization such as changes in regulations, increased competition, new market requirements, new expectations of interested parties, staff morale and others will be considered at all times
- **Management of Risks:** Our Company will provide risk based management to ensure that risks, threats and weaknesses related to company activities are identified and assessed; and all effective control measures applied in order to provide safe and uninterrupted operations with high standards of quality performance.
- **Responsibilities:** Our employees shall do everything, which is reasonably practicable to prevent non-conformances to contractual requirements, expectations of clients and other interested parties. In addition, employees shall report to management any concerns, which may have negative affect on Quality of our services. **Executive Director** has overall responsibility for Quality within the Company. He monitors the effectiveness of this policy.
- **Communication:** The Quality Policy principles will be communicated and available to staff at all times. To involve our customers, and any interested parties with a legitimate interest in our business, this Policy Statement is made available on our website <https://www.amina.az>

Lala Ibrahimova
Director