



An integral part of BEEAH, TANDEEF, the waste collection & public cleansing division, offers systematic and sustainable solutions for a variety of community & commercial needs', it provides solution to both private and government institutions in creating environmentally responsible and sustainable communities by supporting the implementation of an integrated and effective waste management.

Our mission is to provide one stop shop (comprehensive), smart cleaning solutions to the community for a greener future by creating strategic partnerships, increasing market share in public and private sector through portfolio diversity, fostering operational excellence, providing innovative technologies, improving public awareness, conducting CSR activities, implementing cost effective solutions, and creating the best environment to work.

Our quality policy aligns with this mission and is driven strongly by the following management & quality principles:

- **Organizational Strategic Alignment**

Tandee leadership will establish, unify, and commit to the purpose and direction of the organization. All business decisions will be based on analysis of information gained from reviewing company processes and system in place. All aspects of work in the company will be observed to ensure effective and efficient use of resources in achieving desired results.

- **Compliance**

Tandee will conduct its business in a manner consistent to the core principles of Quality Management Systems where appropriate policies, processes & procedures are compliant to the requirements of BS EN ISO 9001:2015 standards. Continual Improvement will be a permanent objective of the organization to achieve perfection in what we do.

We will comply with all relevant statutory obligations, legal requirements, regulatory requirements, standards, specifications, and codes of practice which we have subscribe into and any applicable requirements.

- **Customer Centricity**

Tandee is a customer-focused organization with a thorough understanding of customer's needs, as we consistently design solutions that meet our customer's evolving needs to deliver best-in-class services and products to maintain customer loyalty and repeat business, while maintaining flexibility in responding to market opportunities. Tandee believe in the concept of mutual customers and suppliers benefits to ensure value to customers, clients & stakeholders.

- **People**

At Tandee, our people are at the forefront of our priorities. Training and development programs are designed to develop and motivate employees towards achieving company's policies, goals and objectives. All personnel at all levels will be involved in development and implementation of Quality Management System to ensure its effectiveness. Key roles in maintaining the quality of company services and products will be appropriately identified and delegated.

- **Innovation**

Innovation is deeply ingrained in our corporate culture and has been a driving force in the growth of Tandee services. It originally stems from listening to customers and as well as developing new and more efficient processes, products and services that address our customers' needs.

- **Technology & Automation**

Tandee strives on finding smart solutions for integrated waste management and makes use of cutting-edge technology using eco-friendly advanced fleet and automated solutions for optimum performance and fast & efficient waste collection.

All system and processes within Tandee will be reviewed periodically to ensure that they remain effective in delivering customer satisfaction. Improvement made on this policy as a result of new technology, processes and enhanced organization capabilities shall be effectively communicated to all employees to ensure adherence and commitment which is important in achieving quality objectives of Tandee. The policy will be made available to interested parties on request.

Khaled Al Huraimel

Vice-Chairman and GCEO



October 2022

Date