

Document No.	KHI-QMS-PP-002
Revision No.	1.0
Effective Date	July 2017

## Philosophy

Khidmah LLC is the leading innovative Property Management and Facility Management Company in the Middle East with Corporate Headquarters in Abu Dhabi, UAE and with operating entities in the Kingdom of Saudi Arabia. Khidmah is a one-stop solution of all of the services under Property management, maintenance, Sales and Leasing services. Khidmah manages a wide range of community and Lifestyle services including Health Clubs, Beaches across Dubai Sharjah and Abu Dhabi as well as a provider of related one-time services for UAE and KSA customers in Property maintenance markets. Our corporate social responsibilities to those who use our products and services, to our Nation, to our employees, our service providers, to the customers and tenants of communities in which we live and work, and to our stakeholders are voiced and rooted in our core values of Customer focus, Team spirit, Leadership, employee empowerment and autonomy. Guided by our social commitments to meet international standards we follow the best sustainable practices, and driven by our aspiration for excellence in the overall performance of our business

## Corporate Social Responsibility- Statement of Intent

Creating Value to our nation both Globally and locally, Khidmah aims to become a company that is admired and trusted by our communities and society through our specific corporate strategies, commitments, our support to the communities we operate in, by applying Khidmah's core values, our stakeholder's involvement, through our governance, ethics and integrity, Product and Service responsibility, sustainable procurement practices, our customer service with focus on Health and Safety and respect for human rights. We encourage our people to understand the environmental issues and empower all our employees to recognize and act on our sustainability Policy.

We define corporate social responsibility as being willing to help others, being environmentally conscious and socially tolerant. With those guiding principles in mind, we've designed a special programme to promote tolerance and equal opportunities, and actively support social and environmental protection programmes.

We also share this policy with our functions and our entities globally aimed at putting the policy into practice together and expect our business stakeholders to embrace its spirit and action.

## Customers

Khidmah's "Customer Focus" provide innovative, safe and outstanding high quality services that meet our customers' requirements to enrich the lives of people and the communities what we serve

Khidmah shall endeavour to protect the personal information of customers and everyone else we are engaged in business with, in accordance with the letter and spirit of our nation UAE and each country's privacy laws, wherever we go in the world

## Employees

Khidmah believes in honour and dignity of our employees and believe that the success of our business is led by each individual's leadership creativity, good teamwork and stimulate personal growth for our employees

Khidmah is an equal employment opportunity provider and promotes diversity of cultures and inclusion for our employees and do not discriminate against them on any grounds.

Khidmah strive to provide fair working conditions and to maintain a safe and healthy working environment for all our employees and encourages activities that care for the environment.

Khidmah respect and honour the human rights of people involved in our business and, in particular, do not use or tolerate any form of forced labour.

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Khidmah empowers each of its employee by providing autonomy in their respective work areas to take decisions by way of communication and build mutual trust and take responsibility to work together for the success of our employees and the company

Khidmah Employees at all levels shall take leadership in fostering a corporate culture, and implementing policies, that promote ethical behaviour

### **Business Partners, suppliers and Service providers**

Khidmah respect our business partners such as suppliers and service providers and work with them through long-term relationships to realize mutual growth based on mutual trust.

Whenever Khidmah selects a new business partner, we are open to any and all candidates and entities, regardless of nationality or size, and evaluate them based on their overall strengths and performance and commitment to sustainable and safe working culture.

### **Shareholders**

Khidmah strive to enhance corporate value while achieving a stable and long-term growth for the benefit of our shareholders and provide our shareholders and investors with timely and fair disclosure on our operating results and financial condition

### **Environment and Economy**

Khidmah will grow its business in harmony with the environment by seeking to minimize the environmental impact of our business operations, such as reducing Energy water and waste in its operations so as to have minimum impact on climate change and biodiversity. Khidmah strive to promote innovative technologies enabling the environment and economy to coexist harmoniously

### **Nation and Communities**

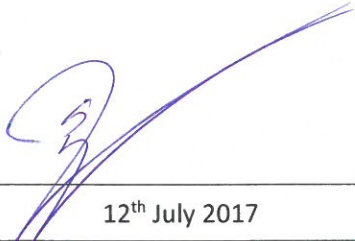
Khidmah creates value add to each community by providing our tenants and clients with the best sustainable comfortable safer community living and lifestyle experiences by way of respect to the culture, customs, history and laws of each country and adopting latest technologies.

Khidmah also participates and supports government agencies and regulatory authorities in following the laws of the country and maintain honest and fair relationships with government agencies and authorities to support our nation

Khidmah Socially Contribute promote and create awareness campaigns and engage both individually and with partners, in activities that help strengthen community healthy lifestyle and in environmental protection and contribute to the enrichment of society.

**Abdulla Saeed Al Qamzi**  
**Managing Director**

**Date:**




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12<sup>th</sup> July 2017