ENERGY AND MINERALS REGULATORY COMMISSION

QUALITY POLICY

We are the Energy and Minerals Regulatory commission, committed to applying quality standards in fulfillment of our regulatory role and responsibilities, and in response to the needs of service recipients. We strive for leadership in the development of the energy and minerals sector. Accordingly, we have placed the quality management system at the top of our priorities, and we will work diligently to meet its requirements through the following:

Institutional Excellence

We uphold institutional excellence through visionary leadership with clear strategic goals and a stimulating environment for creativity and innovation. We commit to developing the core processes related to the regulation of the energy and minerals sector to become a leading model in organizational and supervisory work.

Customers Satisfaction

We dedicate our efforts to achieving the satisfaction of service recipients and earning their trust by meeting their needs efficiently and effectively, ensuring their complete satisfaction, and continuously improving the level of service provided to them in accordance with applicable legislation, while adhering to the principles of transparency, integrity, and ethical professional conduct.

Qualification and training of employees

We are committed to raising the level of performance of our employees through continuous training and qualification to achieve the Authority's vision, mission and strategic objectives and to face future challenges. All employees in the Authority are also committed to participating in the planning and effective implementation of the quality management system and its requirements.

Improvement and development

We rely on improving and developing work methodologies, processes and procedures to achieve our quality-related goals in response to changes and to meet our constant ambition for excellence and leadership.

Risks Management

We are committed to a risk management plan and identifying all factors that affect the achievement of our objectives, and taking all effective measures to limit the impact of these risks if they occur.

Standards

At the Energy and Minerals Regulatory Commission, we ensure that our services are consistent with our strategic objectives and applicable legislation and meet the requirements of international specifications (Quality Management System ISO9001:2015, Customer satisfaction — Guidelines for complaints handling in organizations ISO10002:2018, Risk Management ISO 31000:2018, General Requirements for the Specialization of Testing and Calibration Laboratories ISO/IEC 17025:2017).

" Quality is everyone's responsibility"

Chief commissioner &CEO

Eng. Zeyad Alsaaydeh

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