

QUALITY POLICY

SIC is dedicated to maintaining the highest standards of quality in all aspects of our sustainable infrastructure developments and investments. Our commitment extends beyond compliance with industry norms to embrace excellence in environmental stewardship, innovation, and stakeholder engagement. By fostering strong collaborations with developers, suppliers, consultants, contractors, and advisors, we ensure the delivery of infrastructure projects that are not only efficient but also resilient and responsible. Quality is woven into every stage of our operations.

Our firm embraces the IFC and World Bank EHS Guidelines and the IFC's Performance Standards. We also adhere to the ISO's 9001 series of good practice standards. We also embrace SDG #9 (Industry, Innovation, Infrastructures) in our commitment to operate effective and sustainable infrastructure facilities across emerging markets.

Our quality policy covers all aspects and sectors of our firm, as well as holding our portfolio companies, contractors, advisors, and partners to the same standards to deliver our clients high quality, sustainable work.


Commitments:

1. **Client Confidence:** To provide exceptional client services that prioritize responsiveness, transparency, and client satisfaction with tailored services and continuous improvement
2. **Complaint Resolution:** To allow avenues for investors, clients and portfolio companies to submit feedback, and for SIC to effectively integrate and improve their work quality in a timely and satisfactory manner
3. **Quality of Procurement & Equipment:** To uphold the highest standards in the procurement of goods and equipment that meet rigorous quality, sustainability, and ethical criteria from partners who share our high standard for quality, performance, and safety
4. **Professional Development:** To provide access to training programs, workshops, and seminars that enhance the skills and knowledge of our team members and ensure that the team is informed of latest industry developments and trends relating to sustainable infrastructure and project finance
5. **Knowledge Sharing:** To use collective knowledge sharing among team members, advisors, consultants, and partners to enhance problem-solving capabilities and drive continuous improvement

Implementation:

1. Implement regular inspection and maintenance procedures for all development and construction sites to ensure our high standard of quality, performance, and safety
2. Establish strict guidelines for evaluating suppliers and products based on quality, sustainability, and ethics
3. Carry out forums, workshops, and collaborative platforms that facilitate communication and learning among team members and partners
4. Create a knowledge base to log best practices, industry finding, and market research on our industry
5. Institute regular audits and reviews of our performance and service delivery to ensure continuous optimization of our standards, processes, and procedures

14th January 2025, in Dubai, UAE

A blue ink signature of Rabeea Fattal, consisting of stylized, overlapping loops and lines.

Rabeea Fattal
CEO and Managing Partner of SIC