

Quality Policy

Daira Sabz (DS) Consulting and Engineering Group

Your Strategic Partner for Development and Sustainability

1) Purpose

This Quality Policy sets out Daira Sabz Consulting and Engineering Group's commitment to consistently deliver high-quality consulting and engineering services that meet client needs, statutory and regulatory requirements, and applicable international good practices. The policy provides the framework for establishing, reviewing, and improving our Quality Management System (QMS) in line with **ISO 9001:2015** and integrated management principles aligned with **ISO 14001:2015**.

2) Scope

This policy applies to:

- All employees, consultants, interns, and shareholders of Daira Sabz
- All contractors, suppliers, partners, and third parties working on behalf of Daira Sabz
- All operations in **Germany, Afghanistan**, and any other countries where Daira Sabz delivers services
- All service lines, including:
 - Environmental Consulting (ESIA/ESMP, monitoring, compliance)
 - Mining Consulting and Engineering
 - Construction & Road Building Services (technical support/management)
 - Technology and Innovation
 - Project Management & Business Solutions (M&E, capacity building, advisory)

3) Quality Policy Statement

Daira Sabz is committed to a culture of quality, integrity, and continuous improvement. We will:

1. **Deliver client-focused services** that are technically sound, timely, and fit-for-purpose.
2. **Comply with applicable requirements**, including contractual, legal, regulatory, and donor/partner standards.
3. **Apply a process approach and risk-based thinking** across planning, delivery, and control of our services.
4. **Ensure competent personnel** through recruitment, capacity building, supervision, and performance evaluation.
5. **Maintain effective quality assurance and quality control (QA/QC)** through documented procedures, checklists, peer review, and approvals.
6. **Manage suppliers and partners responsibly**, using transparent selection, due diligence, and performance monitoring.
7. **Use evidence and data** to evaluate performance, learn lessons, and improve our methodologies and outputs.
8. **Promote ethical conduct, transparency, and accountability** in all operations and interactions.
9. **Continually improve the QMS** by setting measurable objectives, conducting internal audits, and implementing corrective actions.

This policy provides the framework for our **quality objectives** and is communicated, understood, and applied throughout the organization.

4) Quality Objectives

Top management ensures that quality objectives are:

- aligned with this policy and the company's strategic direction;
- measurable (KPIs) and monitored;
- established at relevant levels (company, department, project); and
- reviewed regularly for effectiveness.

Typical quality objectives include (examples):

- On-time delivery of agreed deliverables and reporting milestones
- Reduction of nonconformities and rework through stronger QA/QC
- Client satisfaction and feedback improvements
- Compliance with TOR/contract requirements and internal standards
- Strengthened staff competency through training and mentoring
- Improved document control, version management, and traceability

5) Roles and Responsibilities

Top Management (CEO/Managing Director):

- Provides leadership and resources for the QMS
- Ensures integration of quality requirements into business processes
- Reviews QMS performance through Management Review and drives improvement

Quality Manager / QMS Focal Point:

- Maintains QMS documentation and controls records
- Coordinates internal audits and follows up corrective actions
- Supports departments/projects in applying QA/QC tools and templates

Project Managers / Team Leaders (Process Owners):

- Plan and implement project-level QA/QC (review, approval, verification)
- Ensure deliverables meet contract requirements and technical standards
- Manage risks, changes, and stakeholder/client communications

All Staff and Representatives:

- Follow QMS procedures and approved templates
- Report issues, nonconformities, and improvement suggestions promptly
- Protect the quality and integrity of all data, analyses, and outputs

6) Implementation and Control

To implement this policy, Daira Sabz maintains and applies:

- documented procedures and work instructions (as applicable);
- document and record control (versioning, approvals, traceability);
- project lifecycle controls (planning → delivery → verification → closure);
- QA/QC checklists and peer review for key technical deliverables;
- stakeholder and client feedback mechanisms;
- supplier/partner evaluation and monitoring;
- corrective action processes for nonconformities and complaints.

7) Monitoring, Audit, and Continuous Improvement

We evaluate QMS performance through:

- KPI monitoring and periodic quality reporting
- Internal audits (planned and risk-based)
- Management Review (at least annually)
- Client feedback, lessons learned, and complaint handling
- Corrective and preventive actions to prevent recurrence and improve processes

8) Communication

This Quality Policy is:

- communicated to all personnel during onboarding and refresher briefings;
- made available to relevant interested parties upon request; and
- reviewed when significant organizational, operational, or regulatory changes occur.

9) Endorsement

Top management endorses this Quality Policy and commits to ensuring it is implemented effectively across all operations and projects.

Issued by: Mustafa Hasani, Group CEO / Managing Director

Effective Date: 01 March 2026

Next Review Date: 01 March 2027

Version: 7.0

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