

VELTRIXAIR

CAPABILITY STATEMENT

2026 EDITION

*One Enterprise.
Infinite Capability.*

DOCUMENT REFERENCE

VTX-CAP-2026-01

CLASSIFICATION

**Public · Distribution
Approved**

ISSUE DATE

30 April 2026

DOCUMENT CONTROL

Capability Statement — Document Information

Document Title	Veltrixair Capability Statement — 2026 Edition
Document Reference	VTX-CAP-2026-01
Revision	Rev 1.0 — Initial issue
Issue Date	30 April 2026
Classification	Public — Distribution Approved
Issuing Authority	Office of the Chairman, Veltrixair Enterprises
Approved By	Chief Executive Officer · Chief Operating Officer
Custodian	Office of the Chairman & CFO
Next Review	30 April 2027 (annual)
Distribution	Public — available for download from veltrixair.com and on request

Source Documents Referenced

This Capability Statement is informed by, and consistent with, the following internal source documents:

- VA-PP-P-01 Rev 0 — Veltrixair Purpose & Business Principles (01 February 2026)
- VTX-MAND series — C-Suite and Director-level mandates (Phase 01)
- VTX-AAI-RFP-2026-01 — Agentic AI Reference RFP architecture
- VTX-ERP-RFP-2026-01 — ERP Reference RFP architecture
- VTX-BRD Template — Business Requirements Document standard

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Latest version: veltrixair.com/capability-statement

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Executive Summary

Veltrixair is a multi-jurisdictional enterprise services group, headquartered in Riyadh, Kingdom of Saudi Arabia, with operations across the Gulf Cooperation Council and India. The firm serves regulated industries — financial services, government, energy, healthcare, real estate, retail, manufacturing, and education — through six core service practices, a dedicated Data Privacy Advisory unit, and a partner-distributed AI voice solution.

Our practice is structured around the conviction that enterprise technology should compound — appreciating in value over a decade, not depreciating in two years. We deliver against this conviction through senior practitioner-led teams, sovereign-aware delivery, and the audit-ready governance posture our regulated clients require.

This Capability Statement summarises what we offer, who we serve, where we operate, and how to engage. It is intended for client evaluation, vendor registration, and procurement use. Confidential matters not appearing in this document are available under NDA on request.

At a Glance



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About Veltrixair

Veltrixair was established as a multi-disciplinary enterprise group with the express purpose of providing dependable, governance-grade technology and advisory services to organisations operating under the regulatory regimes of the Kingdom of Saudi Arabia, the wider Gulf Cooperation Council, and India.

The group is structured around two client-facing business units — IT Products & Services and Data Privacy Advisory — supported by a third partner-distributed solution practice for Voice and Agentic AI. Each unit is led by a senior practitioner with documented multi-jurisdictional delivery.

Operating Model

Three offices anchor our delivery across the regions we serve. Each office is staffed with locally-credentialed practitioners and carries the language coverage required for client engagements in its jurisdiction.

<p>HEADQUARTERS</p> <p>Riyadh — KSA</p> <p>King Fahd Road, Olaya District Riyadh 11564, Kingdom of Saudi Arabia</p> <p>HOURS</p> <p>Sunday – Thursday · 09:00 – 18:00 AST</p> <p>LANGUAGES</p> <p>English · Arabic</p>	<p>REGIONAL OFFICE</p> <p>Dubai — UAE</p> <p>Dubai International Financial Centre Dubai, United Arab Emirates</p> <p>HOURS</p> <p>Monday – Friday · 09:00 – 18:00 GST</p> <p>LANGUAGES</p> <p>English · Arabic · Hindi</p>	<p>REGIONAL OFFICE</p> <p>Mumbai — India</p> <p>Bandra Kurla Complex (BKC) Mumbai, Maharashtra, India</p> <p>HOURS</p> <p>Monday – Friday · 10:00 – 19:00 IST</p> <p>LANGUAGES</p> <p>English · Hindi · Marathi</p>
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Purpose, Mission & Values

The following purpose, mission, and values are codified in our internal charter (VA-PP-P-01) and govern every engagement we accept. They are reproduced here to make explicit the standards by which our work should be measured.

Purpose

We build with purpose, for people and humanity.

— VELTRIXAIR CHARTER · VA-PP-P-01

This commitment is operationalised through four pillars — creating value that lasts, empowering people to lead, integrity in every action, and building for the greater good. These pillars frame how we evaluate engagements, structure teams, and measure outcomes.

Mission

To deliver dependable solutions through continuous improvement, creating lasting value for every individual we connect with.

— VELTRIXAIR CHARTER · VA-PP-P-01

Values

<p>/ A</p> <p>Ownership & Responsibility</p> <p>We take ownership of our work and stand behind every outcome. Every project reflects who we are.</p>	<p>/ B</p> <p>People First, Always</p> <p>We value respect, openness, and collaboration across teams and roles. Titles matter less than effort.</p>
<p>/ C</p> <p>Integrity in Action</p> <p>We choose honesty over shortcuts and responsibility over convenience. Trust is earned through consistent action.</p>	<p>/ D</p> <p>Continuous Effort & Improvement</p> <p>We approach challenges with a positive mindset and continually seek better ways to serve. Growth is a daily practice.</p>

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Service Capabilities

Veltrixair operates seven distinct service practices and one dedicated advisory unit across two business units — IT Products & Services and Data Privacy Advisory. Each practice is led by a senior architect and staffed with credentialed practitioners across our three offices.

The catalogue below summarises the practices. Detailed capability descriptions follow on subsequent pages, alongside typical engagement signatures and reference deliverable categories.

Service Catalogue

#	PRACTICE	FOCUS
01	Custom Software Development Greenfield enterprise software, ledger-grade systems, and modernisation of legacy estates through rebuild, replatform, or refactor pathways.	IT BU · Software Engineering
02	Platform Engineering Services Internal developer platforms, sovereign cloud architecture, multi-cluster Kubernetes, observability, and supply-chain security.	IT BU · Platform & Cloud
03	Cybersecurity & Compliance Sovereign-aware SOC architecture, managed detection and response, governance under SAMA, NCA and RBI frameworks, identity-first zero-trust.	IT BU · Security Operations
04	Data Privacy Advisory PDPL, DPDP Act 2023, GDPR, and UAE Federal Decree-Law 45/2021 readiness. RoPA, DPIA, cross-border instruments, DPO-as-a-service.	Privacy BU · Compliance
05	Managed IT & Business Services Sovereign service desks, managed infrastructure, business email, and managed connectivity for SLA-backed enterprise continuity.	IT BU · Managed Services
06	Business Applications & ERP Odoo, Microsoft Dynamics 365 BC, ERPNext implementation. Multi-entity consolidation, ZATCA Phase 2, HRMS, CRM, Sales modules.	IT BU · Enterprise Apps
07	Digital & Growth Services B2B marketing architecture, content engineering, search and attribution, brand systems for organisations operating across regulated markets.	IT BU · Digital Practice

/ 04 (cont.)

Service Capabilities — Detail

Detailed descriptions of each practice — core capabilities and the typical deliverables we leave behind at the end of an engagement.

01 Custom Software Development

Engineer enterprise-grade software systems for regulated environments — domain-driven, integration-aware, built to operate for a decade rather than survive a quarter.

CORE CAPABILITIES

- Greenfield enterprise systems with domain-driven design
- Ledger-grade financial and transactional platforms
- Legacy modernisation: rebuild, replatform, refactor
- Integration architecture and API estate management

TYPICAL DELIVERABLES

- Architecture decision records and technical design
- Production codebase with engineering runbook
- CI/CD pipelines and integration test suites
- Operational handover and knowledge transfer

02 Platform Engineering Services

Build internal developer platforms, sovereign cloud foundations, and operating models that allow large engineering organisations to ship reliably and at scale.

CORE CAPABILITIES

- Kubernetes architecture and multi-cluster operating models
- Internal developer platforms (IDP) and golden-path tooling
- Sovereign cloud deployments — KSA and India residency
- Observability stacks and supply-chain security

TYPICAL DELIVERABLES

- Reference architecture for the platform
- Production cluster definitions and policies
- Developer self-service portal with golden paths
- Platform team operating model and capacity plan

03 Cybersecurity & Compliance

Architect, deliver, and operate the security posture our regulated clients are required to maintain — measured against the frameworks of the regulators they answer to.

CORE CAPABILITIES

- Sovereign SOC architecture and managed detection/response
- SAMA, NCA, RBI cybersecurity framework alignment
- ISO 27001 implementation and audit readiness
- Zero-trust architecture and identity-first programmes

TYPICAL DELIVERABLES

- Threat model, control mapping, gap-assessment report
- Reference architecture for SOC operations
- Operational runbooks: detection, response, recovery
- Audit binders aligned to regulator-specific framework

04 Data Privacy Advisory

A dedicated business unit running PDPL, DPDP, GDPR, and UAE Federal Decree-Law 45/2021 readiness programmes. Practitioner-led, jurisdiction-aware, audit-grade.

CORE CAPABILITIES

- KSA PDPL operational readiness and DPO advisory
- India DPDP Act 2023 implementation programmes
- GDPR alignment for clients with EU data subjects
- Cross-border transfer instruments and DPIA workflows

TYPICAL DELIVERABLES

- Records of Processing Activity (RoPA) baseline
- Data Protection Impact Assessments (DPIA)
- Standard Contractual Clauses and BCR documentation
- Privacy operating model and DPO function activation

/ 04 (cont.)

Service Capabilities — Detail

05 Managed IT & Business Services

Operate sovereign service desks, managed infrastructure, business email and domain services, and managed connectivity for clients requiring SLA-backed continuity.

CORE CAPABILITIES

- Sovereign service desk with regional analyst coverage
- Managed infrastructure: server estate, network, virtualisation
- Business email, domain registration and DNS governance
- Managed connectivity, backup, and disaster recovery

TYPICAL DELIVERABLES

- SLA-backed managed services agreement
- Quarterly business reviews with KPI baselines
- Operational runbooks and escalation matrices
- Continuity test reports and improvement plans

06 Business Applications & ERP

Odoo, Microsoft Dynamics 365 Business Central, and ERPNext implementation programmes — financials, multi-entity consolidation, ZATCA compliance, HRMS, CRM, and Sales.

CORE CAPABILITIES

- Odoo Enterprise implementation for KSA, GCC, India
- Microsoft Dynamics 365 Business Central for M365 estates
- ERPNext for open-source-aligned and India scenarios
- ZATCA Phase 2 Fatoora compliance integration

TYPICAL DELIVERABLES

- Business Requirements Document per VTX-BRD standard
- Configured ERP environments — UAT and production
- Integration with banking, ZATCA, and reporting systems
- Post-go-live hypercare and optimisation roadmap

07 Digital & Growth Services

B2B marketing architecture for organisations operating across regulated markets — content, search, attribution, and brand systems engineered to compound rather than churn.

CORE CAPABILITIES

- Content engineering and editorial programme architecture
- Search and attribution stacks for B2B pipelines
- Brand systems and design tokens for multi-channel use
- Privacy-aware analytics under PDPL and GDPR

TYPICAL DELIVERABLES

- Editorial calendar and publishing operating model
- Tracked attribution architecture
- Brand system documentation: tokens, components, voice
- Quarterly performance reviews and optimisation cycles

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EolasFlow Voice AI Solution

Veltrixair is the authorised solution partner for EolasFlow — an enterprise voice AI platform engineered for the GCC and Indian markets. EolasFlow delivers natural-language voice agents across phone, WhatsApp, web widget, and softphone channels, with deployment models that meet KSA sovereign-cloud and India data-residency requirements.

Solution Highlights

50+ <small>LANGUAGES SUPPORTED</small>	<90 <small>MS LATENCY (P50)</small>	4 <small>CHANNELS SUPPORTED</small>	EU AI <small>ACT COMPLIANT</small>
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Engagement Packages

Veltrixair offers three standard engagement packages for EolasFlow deployment, scoped to the maturity and ambition of the client programme.

PACKAGE	DURATION	SCOPE
Pilot	4 – 6 weeks	Single-channel deployment (typically phone) with one named use case, success criteria defined upfront, full handover at end of pilot.
Programme	12 – 16 weeks	Multi-channel deployment (phone, WhatsApp, web), three to five named use cases, integrations with CRM and core systems, governance plan.
Managed	Ongoing	Production-grade managed service with SLAs, language-model fine-tuning cycles, quarterly business reviews, and continuous optimisation.

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Industries Served

We work in industries where compliance, sovereignty, and operational discipline are non-negotiable. Below are the eight sectors where we have documented multi-engagement delivery and the regulatory frameworks our practice operates under for each.

#	INDUSTRY	FRAMEWORKS
01	Financial Services Banking, capital markets, and insurance — core systems, AML/CFT, fraud analytics, eKYC and onboarding, open banking under SAMA Phase 1 and 2 readiness.	SAMA · BASEL III · AML/CFT · RBI · PCI DSS
02	Government & Public Sector Vision 2030 transformation programmes, sovereign cloud architecture, citizen service platforms, AI governance under SDAIA frameworks.	VISION 2030 · SDAIA · NCA · DGA · ISO 42001
03	Energy & Utilities Hydrocarbons, power, and renewables — OT/IT convergence, SCADA security, smart-grid integration, asset performance management.	IEC 62443 · NCA OT-CSF · NIST CSF · ISO 27019
04	Healthcare & Life Sciences Hospitals, payors, and digital health — EMR integration, NPHIES connectivity, CCHI claims architecture, telehealth and AI-assisted clinical workflows.	NPHIES · CCHI · NHRA · HIPAA-EQUIV. · DPDP
05	Real Estate & Hospitality PMS integration, lease accounting, smart-building telemetry, guest experience programmes for tourism and hospitality groups.	REGA · MOMRAH · DTCM · RERA
06	Retail & E-Commerce ZATCA Phase 2-compliant invoicing, omnichannel commerce, payments and loyalty integration, GCC and India market scaling.	ZATCA P2 · SAMA PAYMENTS · RBI PA/PG · PCI DSS
07	Manufacturing & Logistics MES integration, supply-chain visibility, cross-border logistics platforms, Industry 4.0 deployments and export-grade traceability.	ZATCA · MODON · SASO · ISO 27001 · ISO 9001
08	Education & EdTech Student information systems, learning experience platforms, identity-aware exam infrastructure, child-data privacy programmes.	UAE CDS · MoE KSA · UGC · DPDP MINORS

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Geographic Presence

Three offices anchor our delivery footprint across the regions we serve. Each is staffed with locally-credentialed practitioners and operates within the legal, language, and regulatory context of its jurisdiction.

<p>HEADQUARTERS</p> <p>Riyadh — KSA</p> <p>King Fahd Road, Olaya District Riyadh 11564, Saudi Arabia</p> <p>HOURS</p> <p>Sun – Thu · 09:00 – 18:00 AST</p> <p>LANGUAGES</p> <p>English · Arabic</p> <p>PRIMARY COVERAGE</p> <ul style="list-style-type: none"> • Saudi Arabia — all jurisdictions • Bahrain, Kuwait, Oman, Qatar • SAMA, NCA, SDAIA, ZATCA • Vision 2030 programmes <p>PHONE</p> <p>+966 11 234 5678</p>	<p>REGIONAL OFFICE</p> <p>Dubai — UAE</p> <p>Dubai International Financial Centre Dubai, United Arab Emirates</p> <p>HOURS</p> <p>Mon – Fri · 09:00 – 18:00 GST</p> <p>LANGUAGES</p> <p>English · Arabic · Hindi</p> <p>PRIMARY COVERAGE</p> <ul style="list-style-type: none"> • United Arab Emirates — all Emirates • UAE Federal Decree-Law 45/2021 • Child Digital Safety Law 51/2024 • DIFC and ADGM engagements <p>PHONE</p> <p>+971 4 234 5678</p>	<p>REGIONAL OFFICE</p> <p>Mumbai — India</p> <p>Bandra Kurla Complex (BKC) Mumbai 400051, Maharashtra, India</p> <p>HOURS</p> <p>Mon – Fri · 10:00 – 19:00 IST</p> <p>LANGUAGES</p> <p>English · Hindi · Marathi</p> <p>PRIMARY COVERAGE</p> <ul style="list-style-type: none"> • India — pan-national delivery • DPDP Act 2023 implementation • RBI, SEBI, IRDAI engagements • GeM portal and govt tendering <p>PHONE</p> <p>+91 22 1234 5678</p>
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Engagement Models

Veltrixair offers three standard engagement structures, scoped to the maturity of the client programme. Each is gate-driven, governance-grade, and explicitly designed to give the client off-ramps if the programme is not delivering value.

PILOT

Validate before scaling.

A bounded, time-boxed engagement (typically 4 – 8 weeks) to prove a single use case or technical hypothesis. Scoped narrowly, tracked rigorously, with explicit success criteria defined at the outset and a published outcome at the end.

TYPICAL OUTPUT

Production-quality artefact for one named use case, success-criteria report, recommendation on whether to scale.

PROGRAMME

The standard delivery shape.

A multi-phase, gate-driven engagement (typically 12 – 36 weeks) running against a structured charter. Each phase ends in a published gate review and a go/no-go decision before the next phase opens. The CEO Override Clause permits the client to pause or terminate at any gate.

TYPICAL OUTPUT

Architecture, build, and operational handover with documented governance, gate-review evidence, and continuous-improvement plan.

MANAGED

Long-running operational discipline.

A continuous service relationship (rolling 12-month commitments) covering managed IT, managed security, managed data privacy advisory, or managed business applications. Quarterly business reviews, KPI baselines, and continuous improvement built into the operating cadence.

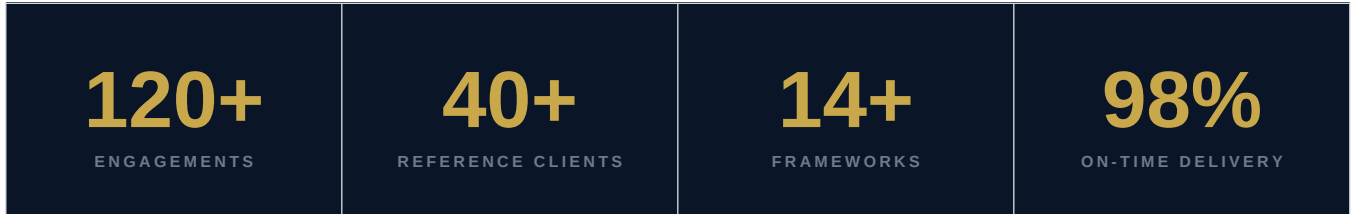
TYPICAL OUTPUT

Documented SLA performance, audit-ready evidence binder, quarterly review reports, and demonstrable improvement against baselines.

Track Record & Differentiators

Aggregated delivery numbers across the practice, current as of April 2026. Sector-specific reference engagements are available under NDA on request, and we are happy to walk prospective clients through the closest analogue to their own programme.

Practice Numbers



Anonymised Engagement Categories

A representative cross-section of the engagement types we deliver. Named references available under NDA.

SECTOR	ENGAGEMENT TYPE	SCALE	REGION
Banking	Sovereign Kubernetes platform · regulated bank	18 weeks	GCC
Healthcare	NPHIES integration · CCHI hospital group	22 weeks	KSA
Government	Sovereign cloud architecture · ministry programme	36 weeks	KSA
Manufacturing	Multi-entity Odoo ERP · ZATCA Phase 2	24 weeks	KSA
Retail	PDPL operational readiness programme	14 weeks	KSA
Insurance	DPDP Act implementation · regional insurer	20 weeks	India
Energy	OT/IT security audit · IEC 62443 alignment	12 weeks	GCC
Education	Student data privacy · Federal Decree-Law 51	10 weeks	UAE

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Why Veltrixair

Five differentiators that prospective clients regularly tell us shaped their decision to engage Veltrixair over alternatives.

01 **Practitioner-led, not pyramid-led**

Senior architects and advisors are present on the engagement — not relegated to sales presentations. Decisions get made close to the work, by people who can also build it.

02 **Sovereign-aware delivery built in, not bolted on**

Data residency, sovereign cloud regions, and cross-border transfer instruments are part of the architecture from day one — not retrofitted three weeks before the regulator visits.

03 **Audit-grade governance accumulated as work happens**

Documentation, controls evidence, and decision records are populated continuously through delivery — not reconstructed at audit. Clients pass first-time when audit arrives.

04 **Multi-jurisdictional fluency, not just multi-jurisdictional offices**

Practitioners credentialed in PDPL, DPDP, GDPR, and the major sectoral regimes — speaking to regulators in their own vocabulary, in Arabic, English, or Hindi as the room requires.

05 **Engagements designed to compound**

Quarterly business reviews, KPI baselines, and post-engagement learning loops mean every project teaches the next. Capability that appreciates over a decade rather than depreciating in two years.

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How to Engage

Three deliberate channels exist to begin a conversation with us, each scoped to the maturity of your enquiry. Use the one that fits your stage.

Engagement Channels

<p>CHANNEL 01</p> <p>Discovery Call</p> <p>A 20–30 minute conversation with a sales consultant. Best for early-stage exploration, service-fit discussion, and indicative engagement shape.</p> <p>Web · veltrixair.com/request-discovery-call</p>	<p>CHANNEL 02</p> <p>Architect Session</p> <p>A structured 45-minute conversation with a senior architect. Best for working architecture conversations on a named programme. Always complimentary.</p> <p>Web · veltrixair.com/talk-to-architect</p>	<p>CHANNEL 03</p> <p>RFP / Procurement</p> <p>Standard RFP and procurement enquiries. Vendor registration, qualification documents, and structured tender responses handled by our commercial team.</p> <p>Email · rfp@veltrixair.com</p>
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Direct Contact

<p>GENERAL ENQUIRY</p> <p>contact@veltrixair.com</p> <p>All commercial enquiries route here.</p>	<p>SALES TEAM</p> <p>sales@veltrixair.com</p> <p>Discovery calls and pipeline conversations.</p>	<p>PRIVACY DESK</p> <p>privacy@veltrixair.com</p> <p>PDPL, DPDP, GDPR advisory enquiries.</p>
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Phone Lines

<p>SAUDI ARABIA</p> <p>+966 11 234 5678</p>	<p>UNITED ARAB EMIRATES</p> <p>+971 4 234 5678</p>	<p>INDIA</p> <p>+91 22 1234 5678</p>
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Frameworks & Standards Coverage

A comprehensive view of the regulatory frameworks, international standards, and sector-specific regimes our practice operates under. Our auditors, advisors, and architects work to these standards every day — not as compliance theatre, but as the operating discipline of the firm.

CATEGORY	FRAMEWORKS / STANDARDS
Data Privacy	KSA PDPL · India DPDP Act 2023 · GDPR · UAE Federal Decree-Law 45/2021 · UAE Federal Decree-Law 51/2024 (Child Digital Safety) · Bahrain PDPL · Qatar PDPL
Cybersecurity	ISO 27001:2022 · ISO 27002 · NIST CSF · NIST SP 800-53 · CIS Controls v8 · MITRE ATT&CK
KSA Sectoral	SAMA Cyber Security Framework v1.1 · SAMA Business Continuity Management · NCA Essential Cybersecurity Controls · NCA Critical Systems Cybersecurity Controls · NCA Operational Technology Cybersecurity Framework
India Regulatory	RBI Master Directions on Cybersecurity · RBI IT Outsourcing Guidelines · RBI Digital Lending Guidelines · SEBI Cyber Resilience · IRDAI Information & Cyber Security
Healthcare	NPHIES integration standards · CCHI · NHRA Bahrain · DHA Dubai · HAAD Abu Dhabi · HIPAA-equivalent privacy controls
Financial Services	Basel III & Basel IV · PCI DSS v4.0 · AML/CFT · FATF · SWIFT CSP · ISO 20022
Quality & Operations	ISO 9001:2015 (Quality Management) · ISO 14001 (Environment) · ISO 45001 (Occupational Health & Safety)
Industrial / OT	IEC 62443 · ISO 27019 · NIST SP 800-82 · NERC CIP
AI Governance	ISO/IEC 42001:2023 (AI Management Systems) · OWASP AI Security & Privacy · OWASP Agentic AI Top 10 · NIST AI Risk Management Framework · EU AI Act readiness · SDAIA AI ethics principles
Tax & Invoicing	KSA ZATCA Phase 1 & Phase 2 (Fatoora) · UAE FTA e-invoicing (when applicable) · India GST e-invoicing · India e-Way Bill
Cloud & Sovereignty	KSA SDAIA cloud computing regulations · KSA NCA cloud security framework · Saudi Arabia data localisation requirements · India MeitY data residency · UAE cloud sovereignty guidelines
Engineering Standards	OWASP Top 10 · OWASP API Security Top 10 · CIS Benchmarks · CNCF security best practices · SLSA supply-chain levels

/ Appendix

Appendix A — Office Addresses

Direct lines and registered addresses for each Veltrixair office.

<p>RIYADH HQ</p> <p>Saudi Arabia</p> <p>Veltrixair Enterprises</p> <p>King Fahd Road, Olaya District Riyadh 11564</p> <p>Tel: +966 11 234 5678</p>	<p>DUBAI</p> <p>United Arab Emirates</p> <p>Veltrixair Enterprises (UAE)</p> <p>Dubai International Financial Centre Dubai, UAE</p> <p>Tel: +971 4 234 5678</p>	<p>MUMBAI</p> <p>India</p> <p>Veltrixair Technologies India</p> <p>Bandra Kurla Complex (BKC) Mumbai 400051</p> <p>Tel: +91 22 1234 5678</p>
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Appendix B — Document Custodian

Questions about this Capability Statement, request for additional information, or NDA-protected reference materials should be directed to the document custodian below.

Document Custodian	Office of the Chairman & CFO, Veltrixair Enterprises
Email	chairman@veltrixair.com
General Enquiries	contact@veltrixair.com
Web	www.veltrixair.com · veltrixair.com/capability-statement