



## QUALITY POLICY

Saif Bin Darwish Company L.L.C (SBD) is committed to ensuring Customer satisfaction by continual achievement of required performance levels and delivery of excellent products, services and solutions that ensure Customer value and contributes to our continued success.

It is also our commitment to have an effective Company-wide management system, through planned and integrated efforts involving every element of our organisation, to guarantee our Customers a consistently high level of service that fully meets, or exceeds, their expectations and requirements.

Accordingly, we have established, and maintain, a documented Quality Management System that fulfils the requirements of the current version of ISO 9001 and applicable legal requirements within our areas of operation.

SBD is committed to maintaining and operating a programme for continual improvement which includes providing sufficient cost effective resources, and training as is necessary to ensure all individual obligations are appropriately communicated and addressed in an efficient and professional manner.

It is the responsibility of all SBD personnel, with the leadership and commitment of Senior Management, to implement the requirements of the QMS and ensure ongoing compliance by implementing all relevant procedures and processes within their areas of operation.

The Senior Management of SBD will continue to enable improvements of the Quality Management System to further develop mutually beneficial long-term relationships with our Customers and will regularly monitor our progress and effectiveness. Wherever possible we will endeavour to use the principles of Lean Management and Kaizen to drive continual improvement.

The Quality Policy will be prominently, and publicly, displayed throughout our areas of operation ensuring that all personnel are fully aware with the quality aims of SBD. In addition, the Policy will be made available to employees in the SBD online Document Library, posted across the SBD websites and provided to other interested parties upon request.

This Policy will be periodically reviewed to determine suitability to the business. If deemed necessary by the needs of the business the Policy will be revised and reissued.

**Abdulla Darwish**

**Group Managing Director**

**05.01.2021**