



QUALITY POLICY

Saif Bin Darwish Company L.L.C (SBD) is committed to delivering exceptional products, services, and solutions that consistently meet or exceed customer expectations. By focusing on adding value to our customers and aligning our efforts with their strategic objectives, we aim to ensure the highest levels of customer satisfaction and contribute to our ongoing 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 Business Management System (BMS) that fulfils the requirements of the current version of ISO 9001, applicable customer, legal and regulatory 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 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 BMS 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 Business 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 endeavor to use the principles of Lean Management and Kaizen to drive continual improvement.

The Quality Policy will be prominently displayed throughout our areas of operation, ensuring that all personnel are fully aware of 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 and revised as necessary to ensure it remains aligned with the company's strategic objectives, operational needs, and our stakeholders' requirements.


Abdullah Darwish
Group Managing Director

Dated: 30-09-2024
Business Management System
Doc Ref: SBD-CQ-PL01 R01