

### Quality Policy

Al- Berwaz Trading shall strive to act with proper attention of its services and activities in all areas of its business.

We can only continue to thrive by ensuring we give our customers a service that, in all respects, is of the very highest quality. This policy can be achieved by involving staff at all levels.

- To implement this policy, Quality Management programmers will ensure that: Requirement for all company activities are clearly specified, agreed and understood.
- Systems and controls are in place to enable consistency in service that meet agreed requirements and satisfy our customers this includes monitoring the effectiveness of software being used.
- Enhance customer satisfaction through the effective application of the system including the process for continual improvement and assurance of conformity to customer requirements.
- There is positive involvement and commitment by all staff and suppliers to eliminate errors to achieve conformity of services to planned arrangements.
- Management review shall be carried out a minimum of twice yearly to ensure the continued effectiveness of the Quality Management System and suitability of the Quality Policy.
- Management will ensure objectives and targets are communicated and understood by all employee



Hamed Rashid Al-Araimi  
General Manager

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