

# QUALITY POLICY

KALIOS COMMODITIES FZCO recognizes the value of customer satisfaction and is fully committed to supplying the products and services to meet the needs of its customers.

Our success will be measured by exceeding our customer expectations in quality, on-time delivery and competitiveness.

The needs and satisfaction of our customers are considered critical success factors for the company and are continually monitored and assessed.

We will continue to develop our operational capabilities to ensure they address the needs of the markets we are serving.

To maintain these aims and other quality objectives requires continual improvement in the functions carried out within the company and a sustained commitment by all personnel, together with the development of strong supplier and subcontractor relationships to ensure external support functions contribute to our business objectives.

Quality Assurance is fundamental to all work undertaken by the company and is practiced by all personnel as part of their daily activities. Quality is enhanced by working in a systematic manner, in accordance with a formalized procedures and work instructions.

KALIOS COMMODITIES FZCO encourages and promotes a Fix, Prevent and Improve (STOP) Work Program for Quality. Through this program employees are empowered to identify risks to quality and opportunities for improvement.

The Quality Management System is based on the requirements of ISO9001:2015 and adherence to the system is required of all company personnel. The system and this policy are subject to regular review.

This policy is promoted and displayed in our workplaces. New employees are inducted in quality awareness and the company Quality Policy.

We firmly believe that this commitment adds value to our customers, employees and shareholders.

Registered & Licensed as a Free Zone Company under the rules and regulations of the DMCCA.

