



Quality Management System

Effectivity Date:

30 March, 2015

Reviewed Date:

07 January, 2024

Document Title:

QUALITY POLICY

Document Code:

ADRI-SYS-PO-003

Rev. No.

12

Page No.

1 of 1

QUALITY POLICY

Al Dhafra Recycling Industries LLC is responsible for the processing of construction and demolition materials across the Emirate of Abu Dhabi. The aim of the facility is to reduce the level of construction and demolition material being disposed of in Abu Dhabi's landfills

It is the policy of **Al Dhafra Recycling Industries LLC** to conduct its operations based on the following precepts:

To sustain Quality excellence, we are committed to:

- ❖ Top Management are committed to creating and maintaining a working environment wherein activities and related resources are part of managed processes and employees are fully involved in achieving objectives.
- ❖ To identify and manage stakeholders' expectations and ensure fulfillment of stakeholders responsibilities to meet Quality and Service standards.
- ❖ Build and improve capabilities to respond effectively to low probability, critical and catastrophic risks in all business activities
- ❖ Understand our current and future clients' needs, meet their requirements, strive to exceed their expectations and maintain a high customer satisfaction above 75% every year based on the parameters set in the customer satisfaction survey.
- ❖ Provide products and services that meet or exceed the standards prescribed in relevant agreements, contracts, codes and statutory obligations, and achieve production targets based on the incoming material quantity and cost benefits.
- ❖ Recognize that the organization and the relationship it has with its external providers are interdependent and to resolve any issues without delay.
- ❖ Ensure the requirements of ISO 9001 requirements is integrated into our business activities and monitor progress against objectives.
- ❖ Achieve continual improvement across all aspects of our quality management system

These commitments will be achieved by:

- ❖ Establishing and maintaining a documented Quality Management System and assess progress in the achievement of objectives and identify opportunities for continual improvement.
- ❖ Communicating the Company's Quality policy and objectives to relevant interested parties including its employees, stake holder, clients and customers.
- ❖ Seeking structured feedback from clients and carry out actions in accordance with stated methods and client requirements
- ❖ Ensuring that the QMS remains effective in achieving business and quality objectives, conforming to the requirements of the ISO 9001:2015 Standard;
- ❖ Periodically review and revise our Quality Policy and procedures to maintain their relevance.
- ❖ Providing the necessary Quality resources for the implementation of the Management System.
- ❖ Authorizing and signing the Policy by Top Management.

Talal Tabbakh
General Manager