

## **QUALITY POLICY STATEMENT**

Baynunah Laboratories Sole Proprietorship LLC management confirms its commitment to good professional practice, quality of its testing and services to its clients.

Baynunah Laboratories Sole Proprietorship LLC is committed to meet our customer requirements and to enhance customer satisfaction through establishing, maintaining, and continuously improving of its services and the quality management system.

Baynunah Laboratories Sole Proprietorship LLC will ensure the following to maintain its Quality Policy:

Implement and sustain a Quality Management System in accordance with the requirements of ISO/IEC 17025: 2017, ISO 9001: 2015,14001:2015, ISO 45001:2018, Guide lines of ENAS, Abu Dhabi Municipality and other governing authorities.

Provide 100 % quality of test results is based on the application of International Standards or validated test methods, equipment, trained and responsible personnel all in accordance with the good Laboratory practice,

Monitor the testing process towards building reliability and accurate results delivered to the customer,

Strive for continuous improvement through systematic identification of the root causes behind the non-conformities and subsequent elimination of the same,

Ensure the resources needed are available including training, support and encouragement.

Maintained impartial undertaking of Laboratory activities and protect confidentiality and proprietary rights of the customers and all interested parties.

Promote the use of a process approach and risk-based thinking,

Establish partnerships with suppliers and interested parties to provide an improved service.

This policy will be communicated to all employees and organizations working for or on our behalf and will review annually by top management and were deemed necessary will be amended and re-issued,

This policy is available to relevant interested parties, upon reasonable request.

Engr. Mamoun Hammad Resident Manager 03/01/2025

