

QUALITY POLICY

Arpal Gulf LLC as a company envisages to be as a most trusted source of Detergents, Disinfectants and Industrial Solvents in the UAE and all GCC countries.

Arpal Gulf LLC is committed to providing Clients high quality products and on-time delivery that meet or exceed the expectations of our customers. This includes:

- Maintaining a shared quality vision and a focus on continuous improvement to our products, processes and services (including delivery)
- Understanding the requirements and meeting the needs of our customers
- Involving all employees in the delivery of quality products and services

This is a continual improvement journey, where we commit ourselves to:

- Comply with the customer, legal, regulatory and other requirements related to products handled and services rendered
- Continually improve the effectiveness of the Quality Management System
- Continually improve Customer Satisfaction
- Provide relevant information on the Quality Policy to the public, concerned authorities and interested parties and ensure that the policy is understood, implemented and maintained by employees at all levels within the organisation
- Work with our business partners to enhance their quality performance and also make it obligatory to follow what we practise
- And always be proactive to change

The policy is approved by the Top Management and is communicated to all the stakeholders of the Company, through communiqués/shared drive/web site/exhibits. All organizational and process objectives and related targets are fixed keeping this policy as a framework.