

# QUALITY POLICY

RISAL is committed to delivering the highest quality standards in Industrial Cleaning and Maintenance Services, Waste Management Services, Inspection (NDT & ANDT), Heat Treatment Services, and other related solutions, ensuring full compliance with applicable requirements and consistently exceeding customer expectations.

RISAL applies risk-based thinking and a process approach to identify opportunities for improvement, define appropriate solutions, and implement effective preventive and corrective actions, ensuring continual improvement of its services.

RISAL ensures that this process remains a continuous and integral part of its operations, while also managing the performance of suppliers and service providers to ensure alignment with RISAL's objectives.

## RISAL is fully committed to:

- Delivering "best-in-class" services through advanced technology and environmentally responsible practices to achieve the highest level of customer satisfaction.
- Ensuring full and strict compliance with all applicable legislative and regulatory requirements.
- Providing a framework for establishing and reviewing quality objectives and targets.
- Complying with all ISO 9001:2015 standard requirements, providing adequate resources, and continuously improving the effectiveness of the Quality Management System.
- Ensuring that this policy is well understood and observed by all RISAL employees, service providers, and suppliers.
- Reviewing this Quality Policy and the Quality Management System periodically, along with other aspects, to ensure continued suitability and effectiveness.

**Abdullah AlSayed**  
Managing Director