

QUALITY POLICY

AL SHAHIR JEWELLERY LLC is committed to delivering high-quality gold and silver products through refining services and the sale of gold and silver bars that consistently meet customer, regulatory, and statutory requirements.

We are dedicated to excellence and leadership in precious metals trading by:

- ✓ Complying with all applicable requirements of **UAEGD, DMCC, OECD**, and other relevant regulatory and legal frameworks.
- ✓ Ensuring consistent metal purity through controlled, monitored, and continually improved refining processes.
- ✓ Promoting a culture of continual improvement, innovation, and risk-based thinking across all operations.
- ✓ Strengthening relationships with customers, partners, regulatory authorities, and the local community.

Objective:

1. Consistency in metal purity: Deviation in metal purity declared should be zero (monitoring on monthly basis). Deviation cases to be reviewed.

2. Customer Satisfaction should be 75 % and above.

Date: 15/10/2025, Issue no. 01

(Director)