

QUALITY POLICY

Roots Pharmaceutical Company W.L.L. is fully committed to the implementation of an effective Quality Management System to consistently provide high quality pharmaceutical products and services with high level satisfaction of Customers and employees.

To accomplish this, Roots Pharmaceutical management will:

- ✓ Provide safe and effective products and services meeting all relevant quality parameters and within the stipulated delivery time.
- ✓ Ensure the customer requirements, statutory, regulatory and all other relevant requirements are determined and consistently met. Maintaining proper communication and close coordination with our clients for successful execution of our duties.
- ✓ Set objectives, targets; monitor, review and revise them regularly with the aim of continual improvement in quality performance.
- ✓ Implement appropriate actions to address any risks and opportunities associated with internal/ external issues and to meet the needs and expectations of the interested parties.
- ✓ Provide adequate resources and infrastructure necessary for the operations to achieve conformity of product and services.
- ✓ Develop competent, highly motivated and efficient workforce with a sense of pride in the organization by providing adequate training and career development opportunities, which will lead us towards being the best in the pharmaceutical industry.
- ✓ Strive to continually improve the effectiveness of quality management system and Company's performance based on customer feedback, expectations of interested parties, proactive management review and audit findings.

Our management is fully committed and accountable to achieve the policy, objectives, continual improvement; involved to ensure our Quality Management System's continuing suitability, adequacy, effectiveness and alignment with the context and strategic direction of Roots Pharmaceutical Company.

This Policy shall be available and communicated to relevant interested parties, reviewed periodically by the management, and updated as necessary to ensure its continued relevance and effectiveness. The objectives shall be achieved through Company's Quality Management System which complies with ISO 9001:2015.

It is our endeavour to meet the pharmaceutical needs and requirements of our customers by always offering quality pharmaceutical products and services.



Islam Zayed

Chief Executive Officer

Date: 01.11.2023