



## Quality Policy

Extrapharma management seeks to make quality the basis for achieving its goals and improving its services, in order to provide products and medical supplies that meet the desires and aspirations of its customers. In an effort to achieve this, and make it a tangible reality, the company affirms its commitment to the following:

1. Focusing on customers, paying attention to their requirements, and achieving their desires and expectations, now and in the future.
2. Adopting a quality management system in accordance with the international standard ISO 9001:2015, in compliance with all local and international regulations and legislation, and constantly reviewing, maintaining and improving it.
3. Providing the necessary infrastructure to achieve the goals, and continuously training employees to raise their capabilities and skills and motivate them.
4. Follow a continuous improvement and a risk-based thinking approach in order to develop the quality of services and the effectiveness of performance.
5. Creating an atmosphere of mutual trust with customers and suppliers, to ensure the achievement of common interests and the satisfaction of all parties concerned.

The company's leadership also confirms its full commitment to directing all employees to carry out their responsibilities to implement the objectives set to ensure the implementation of the quality management system and to achieve continuous improvement.

General Manager  
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