

## Focal Quality Policy

Focal is a Dubai-based independent company with a diverse portfolio in shipping and logistics services. Our priority is always to exceed our customers' expectations and deliver professional services with a personal touch.

### **Focal is committed to:**

- Ensuring customer satisfaction in every order we process by meeting requirements for product quality and delivery schedules;
- Resolving customer complaints in a timely manner;
- Ensuring high quality of the final service/product by controlling all stages of service delivery;
- Complying with applicable legal and other statutory requirements to which Focal subscribes;
- Providing assurance, through regular Internal Audits and Management Review Meetings, that the Quality Management System remains effective in meeting requirements;
- Creating good relations with suppliers of goods and services by implementing an effective evaluation system;
- Engaging in continual improvement through management commitment and employee participation at all levels of the organisation.

Quality is regarded as a joint responsibility of management, employees and all stakeholders involved in our operations. At Focal, we are engaged in continual improvement through management commitment and employee participation at all levels of the organisation.

Our Quality Policy is available to interested parties. It shall be communicated throughout the organisation and reviewed annually for continuing suitability.



**Capt. Parag Jain**  
**CEO**  
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