Emirates Gold Quality Policy

STATEMENT

Our objective at Emirates Gold is to provide high quality products and services to our clients whilst carefully monitoring and managing our environmental footprint and the health and safety of our staff. We aim to be best in class in delivering bullion related services, such as smelting, assaying, refining, minting and trading. Our success will be measured by the quality of our bars and service delivered to our clients. We also aim to follow strict rules of due-diligence and responsible sourcing of precious metals. To achieve our objective, we operate a thorough quality management system. This framework guarantees a consistent level of quality and a quick and efficient mechanism to address any customer feedback we receive.

SPECIFICS

More specifically, we commit to:

1. Produce the highest quality products with accurate metal content and weight to the satisfaction of our clients.
2. Monitor the feedback of our customers and suppliers. Our standards of quality will exceed the levels required to maintain the satisfaction of our clients and our leadership standing in the industry.
3. Comply with all relevant rules and regulations which apply to our activities.
4. Treat our customers and suppliers with due care and utmost respect while providing our best services at all times.
5. Maintain the highest standard of supply chain due-diligence and responsible sourcing.
6. Communicate internally and publicly the commitments of our Quality Policy.

MANAGEMENT SYSTEM

We commit to implement, centralize, communicate, monitor, adapt and improve a robust quality management system, which will:

1. Implement department specific Procedures to achieve the goals of our Quality Policy.
2. Ensure all employees are trained in the use of the relevant Procedures.
3. Monitor and control the implementation of the quality management system.
4. Apply corrective actions swiftly in response to any deviations from conformance to the Quality Policy.
5. Ensure we abide by all relevant internal policies including our “Compliance, Anti-Money Laundering and Supply Chain Management Policy”.

The above Quality Policy is an integral part of our organization and we require every employee to fully comply with it. The latest version of this policy will be available on our website www.emiratesgold.ae

CONTACT INFORMATION

If you have any questions regarding the content of this policy please contact us at info@emiratesgold.ae

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