



## QUALITY POLICY

POSITIVE JEWELLERY TRADING 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.**

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**(Director)**