



RQ-P-01

RAQABAH for Inspection, Testing, and Certification (RITC)

Company Policy

RAQABAH Company is a third-party Conformity Assessment Body specializing in providing product certification services according to ISO/IEC 17065:2012, technical regulations, and international standards.

RAQABAH operates as an independent organization, ensuring objectivity in all its activities. We are dedicated to being a trusted partner for our clients by delivering services that:

- Comply with international standards
- Accurately meet client needs
- Adhere to the highest standards of impartiality

We are committed to maintaining impartiality in all our service delivery (product certification) and preventing any commercial, financial, or other pressures from compromising our objectivity. Furthermore, we guarantee the confidentiality of information shared between our employees and clients and conduct our operations without discrimination at any stage. This is achieved through the implementation of precise and professional processes based on updated methodologies, certification schemes, and relevant standards.

RAQABAH upholds the principle of equal opportunity and fair treatment in our client relationships, ensuring that no applicant is discriminated against during the certification and inspection processes.

Our Commitment to Quality

This policy is implemented by senior management, under the leadership of the CEO, and with the support of all team members. Our dedication to quality and customer satisfaction is reflected in the following values:

- Meeting customer requirements
- Continuously auditing and improving certification processes using established principles
- Enhancing the capabilities of our resources through ongoing training, knowledge sharing, and effective supervision
- Utilizing technology and innovation, including modern digital tools and data analysis, to improve service quality and efficiency
- Promoting shared goals and actively monitoring action plans
- Ensuring continuous progress through internal and external audits

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Our Core Principles

RAQABAH operates according to the following principles:

- Compliance with international standards
- Customer focus and meeting customer expectations
- Impartiality and transparency
- Full confidentiality
- Non-discrimination
- Providing continuous employee training
- Enhancing company efficiency through individual competence and commitment
- Promoting collaboration and continuous improvement in our processes
- Commitment to plans for continuous improvement

Top management, including the CEO, is fully committed to this policy and continuously monitors its effective implementation.

CEO

Ahmed Fawzy

