

Quality Policy

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Prepared by: Quality Manager

Approved by: General Manager

Green Roads Trading Establishment is a Type (A) Inspection Authority operating in accordance with ISO/IEC 17020:2026 requirements. It specializes in inspection and metrological verification of fuel pumps at service stations. Its services include initial verification, periodic verification, and post-maintenance verification.

This policy aims to define the framework of the management system implemented within the establishment to ensure efficiency, impartiality, consistency, and traceability of inspection activities, and to achieve continuous improvement.

This policy applies to all employees of the establishment, its contractors, and external individuals who may influence inspection activities, and to all activity sites.

Standard Reference and Applicable Requirements:

- ISO/IEC 17020:2026 — Requirements for the work of inspecting bodies.
- Regulatory requirements issued by the Saudi Standards, Metrology and Quality Organization (SASO) regarding the verification of fuel pumps.
- Saudi Standards and Applicable International Recommendations (OIML).

Senior Management Obligations:

- Full compliance with the requirements of ISO/IEC 17020:2026 and maintaining a management system capable of achieving this.
- Compliance with all legislative, regulatory, and plan holder requirements issued by the relevant authorities.
- Ensuring impartiality and independence in all inspection activities, and preventing any commercial, financial, or administrative pressure from influencing the inspection outcome or decision.

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- Providing the necessary human, technical, and informational resources, including standardized reference criteria and applicable reference documents.
- Not assigning any individual to inspection duties before they have demonstrated their competence and received formal written authorization.
- Ensure that the compensation and incentive system is not linked to the number of inspections or their results.
- Identify and address risks and opportunities that affect the organization's ability to achieve its objectives, and verify the effectiveness of the measures taken.
- Establish measurable quality objectives linked to performance indicators, and review them during management audits.
- Handle complaints and grievances fairly, transparently, and within specified timeframes, with a decision made by those not involved in the activity or decision that is the subject of the complaint.
- Support a culture of continuous improvement and make this policy available to all employees and stakeholders.

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