

FIN-POL-023

Quality Policy

*A commitment to consistent, high-quality
professional standards*

Finova Policy

Built on Integrity, Discipline and Trust

December 2025



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Document Control

Item	Detail
Policy Owner	Finova Management
Approval Authority	Chief Executive
Effective Date	14 th December 2025
Review Cycle	Annual
Current Version	V2.0

1. Policy Statement

Finova is committed to delivering high-quality outcomes in all its activities. Quality is defined not only by results, but by how engagements are conducted—through professionalism, clarity, discipline, and consistency.

This policy sets out how Finova approaches quality management to ensure that its services meet stakeholder expectations and support long-term trust and credibility.

2. Our Approach to Quality

Finova adopts a principles-led and outcome-focused approach to quality.

Quality is embedded into how Finova assesses opportunities, structures engagements, manages relationships, and delivers outcomes. It is not treated as a procedural overlay or administrative function, but as a core aspect of professional judgement and execution.

Finova recognises that quality expectations may vary depending on the nature of the engagement, but the underlying commitment to professionalism, consistency, and continuous improvement remains constant.

3. How Quality is Applied in Practice

In practice, Finova seeks to ensure quality by:

- applying clear and consistent decision-making standards,
- maintaining discipline in engagement selection and execution,
- communicating clearly and accurately with stakeholders, and
- managing activities in a manner that reflects the complexity, value, and risk involved.

Where appropriate, Finova uses structured reviews and checkpoints to assess whether engagements are progressing in line with expectations.

4. Responsibility and Accountability

Responsibility for quality sits with Finova's management, supported by appropriate oversight and review.

Those acting on behalf of Finova are expected to:

- understand and apply Finova's quality principles,
- take ownership of their actions and decisions, and
- raise concerns where quality may be compromised.

Quality issues are addressed constructively, with a focus on resolution and improvement rather than blame.

5. Monitoring and Improvement

Finova recognises that maintaining quality requires ongoing attention and learning.

Feedback, experience, and outcomes are used to identify opportunities for improvement. Where shortcomings are identified, Finova takes appropriate steps to address root causes and strengthen future performance.

Continuous improvement is viewed as an integral part of quality management rather than a separate initiative.

6. Alignment with Recognised Quality Principles

Finova's approach to quality management is informed by recognised quality management principles, including those reflected in frameworks such as ISO 9001.

References to such frameworks guide approach and structure, without implying certification, registration, or formal accreditation.

7. Review and Continuous Improvement

This policy is reviewed periodically to ensure it remains appropriate, effective, and aligned with Finova's activities and operating environment.

As Finova's services, operating model, and stakeholder expectations evolve, its approach to quality will adapt accordingly, and this policy will be updated where necessary.



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