

## QUALITY POLICY STATEMENT

We are a dedicated Company with new ideas, flexible to listen and understand the requirements of our customers. Our mission is to provide products and services which consistently meet or exceed our customers' specified needs and expectations.

We are committed to delivering high-performing quality products to our customers by continual adoption of best practices in the industry and setting a benchmark in the trade.

### Market Leadership

We are committed to providing products, technologies and services that satisfy our customers' needs and expectations in safety, quality, reliability, competitiveness and in a timely manner while complying with all relevant requirements, legislation and standards.

### Leadership

The Management Team is committed to continually improving the effectiveness of our quality management system and the customer experience through training of our employees, continued collection of customer feedback, improving our processes through our lessons learnt, auditing of our performance, setting and reviewing our Quality Objectives each year and ensuring the suitability of the Quality Management System so we can deliver customer satisfaction on a sustainable basis.

### Customer Satisfaction

We are committed to enhancing customer satisfaction by providing service to exceed customers' expectations. Work closely with our customers and suppliers to establish and maintain the highest quality standards.

### Quality Assurance

We are committed to continually improving how we deliver our services to our customers through the understanding of their requirements, application of the consistent methodology, improving our processes through lessons learnt and following our processes in a disciplined manner.

We are committed to complying with all applicable legislation, regulation, standards and codes of practice.

We will review and amend our Quality Management System on a regular basis ensuring that it remains effective, relevant, and appropriate to our business and in accordance with ISO 9001:2015 Standard.



Yolanda Cloete  
General Manager

1<sup>st</sup> March 2023

**A signed and dated copy of the Quality Policy Statement is available upon request.**