

## POLICY STATEMENT

It is the policy of this SP&R to operate our business in a manner that consistently meets or exceeds the quality standards set by our stakeholders. To achieve this, we are committed to continuous improvement of our operations and the products and services provided by our company as per applicable codes, statutory requirements, including ISO 9001 – Quality, ISO 14001 – Environmental and ISO 45001 – Occupational Health and Safety, and customer specifications.

## AIMS AND OBJECTIVES

**To achieve this goal, we recognise that the quality of our products and services are determined by our customer's needs and expectations. Our objectives are to:**

- identify the changing needs and expectations of our customers
- establish measurable and effective objectives to promote the consultation and participation of workers, and, where they exist, workers' representatives,
- develop and maintain processes and procedures to accommodate consistent change,
- achieve efficiency in all operations, attention to detail, and responsiveness to customers,
- provide quality products and services on time, and at the lowest cost, and
- provide an employment environment where continuous improvement is encouraged.

## RESPONSIBILITIES

**We, as a company will:**

- train all workers and contractors to identify areas where improvement can be achieved
- remove wasteful and non-value-added steps and time in our processes where feasible
- strive to ensure that customer and stakeholder satisfaction is achieved, and
- support the adoption of appropriate quality systems and management principles in order that all stakeholders benefit from this commitment to quality.

**Workers are expected to:**

- assist and cooperate in ensuring that this policy is followed, and
- actively participate in the adherence of this company to the achievement of the goals and objectives of this policy.

## IMPLEMENTATION and REVIEW

Policy to be fully implemented by 1<sup>st</sup> July 2020

Policy to be reviewed on or by 1<sup>st</sup> July 2021

## AUTHORISED BY

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