



Quality Assurance Policy (QAP)

The Company Quality Policy aims to achieve sustained, profitable growth by providing services which consistently satisfy the needs and expectations of its customers.

This level of quality is achieved through adoption of a system of procedures that reflect the competence of the Company to existing customers, potential customers, and independent auditing authorities.

Achievement of this policy involves all staff, who are individually responsible for the quality of their work, resulting in a continually improving working environment for all.

This policy is provided and explained to each employee by the Managing Director.

To achieve and maintain the required level of assurance the Managing Director retains responsibility for the Quality System.

The objectives of the Quality Assurance System are:

- a) To achieve and maintain a level of quality which enhances the Company's reputation with customers.
- b) To ensure compliance with relevant statutory and safety requirements.
- c) To endeavour, at all times, to maximize customer satisfaction with the services provided by the Company

This policy shall be communicated to all employees, contractors and made available to relevant stakeholders. It shall be reviewed every three years or whenever necessary to ensure relevance and appropriateness.

A handwritten signature in black ink, appearing to read 'Edward Chawira', is written over a horizontal line.

EDWARD CHAWIRA
Managing Director

Last Reviewed On: 01 May 2023

Document number: ET02/POL/006

Copy No:

Version number: 1

Effective date: 15/08/2022