


**EMV Africa** is driven to provide service, stock, and solutions in the supply of stainless steel, special alloys, and valves. We endeavour to do this with a minimum of risk while enhancing trust and creating an enabling and innovating work environment.

**EMV Africa** recognizes that the disciplines of quality, health and safety, and environmental management are an integral part of its management function. The organization views these as a primary responsibility. In addition, we believe that in adopting a quality management system, we are striving to improve our efficiency, work environment, service to customers, and ultimately our profitability.

We will measure our performance by the following objectives:

1. **Education:** We have ongoing skills development and training programmes to ensure the continual improvement in the competence of employees.
2. **Commitment:** We wish to ensure that all our staff are fully committed to the principals and objectives laid out in our quality program. In so doing our staff will need to be made aware and understand the benefits to our business of adopting these policies.
3. **Product & Service:** Provide industry leading quality in both product and service to our customers, at fair and competitive prices.
4. **Work Environment:** Make sure that we have a safe, healthy, and comfortable work environment.
5. **Supply Chain:** Ensure that our suppliers meet and exceed a defined level of quality standards thereby ensuring that our quality standards are supported by our suppliers.
6. **Continued Improvement:** To ensure that we are continually monitoring our performance in quality and service and implementing programs to improve our business.

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## OBJECTIVES TO BE READ IN CONJUNCTION WITH ABOVE

- |     |   |                               |                              |
|-----|---|-------------------------------|------------------------------|
| 1   | <b>EDUCATION</b>  |                               |                              |
| 1.1 | CONDUCT TRAINING IN LINE WITH WORKPLACE SKILLS PLAN AND IN LINE WITH BBBEE OBJECTIVES.<br><b>MEASURE:</b> COMPLIANCE WITH TRAINING PLAN AS SUBMITTED AND BBBEE OBJECTIVE INCLUDING SASDA BASIC COURSES AND SAVAMA VALVE COURSES | RESP: NI                      | BY: BI-ANNUAL                |
| 2   | <b>COMMITMENT</b>   |                               |                              |
| 2.1 | CONDUCT 4 QUALITY AWARENESS TRAINING SESSIONS THROUGHOUT THE DIFFERENT TEAMS<br><b>MEASURE:</b> REPORT OF TRAINING CONDUCTED DURING MANAGEMENT MEETINGS.  | RESP: QAS                     | BY: BIANNUAL                 |
| 3   | <b>PRODUCT AND SERVICE</b>  |                               |                              |
| 3.1 | BIANNUAL REPORT ON PRODUCTS AND SERVICE<br><b>MEASURE:</b> ANALYSE TREND OF NUMBER OF REPEAT CUSTOMERS ON AN ANNUAL BASIS   | RESP: QAS                     | BY: BIANNUAL                 |
| 3.2 | PRODUCT RELATED NON-CONFORMANCES<br><b>MEASURE:</b> RELEVANT CREDIT NOTES TO BE LESS THAN 1% OF GOOD BEING RETURNED DUE TO QUALITY ISSUES   | RESP: QAS                     | BY: BIANNUAL                 |
| 4   | <b>WORK ENVIRONMENT</b>   |                               |                              |
| 4.1 | NON-CONFORMANCES FOR HEALTH AND SAFETY<br><b>MEASURE:</b> REDUCING THE INJURY RATE PER HEAD ON AN ANNUAL BASIS  | RESP: QAS                     | BY: BIANNUAL                 |
| 4.2 | COMPLIANCE WITH HEALTH AND SAFETY INSPECTIONS<br><b>MEASURE:</b> AIM TO BE COMPLIANT IN TERMS OF MAKROSAFES PROGRAM ABOVE 95% AT ANY GIVEN TIME   | RESP: QAS                     | BY: BIANNUAL                 |
| 5   | <b>SUPPLY CHAIN</b>   |                               |                              |
| 5.1 | SUPPLIER ISO DOCS AND QUESTIONNAIRE<br><b>MEASURE:</b> ENSURE 80% OF TRANSACTIONS (BY VALUE) ARE WITH PRIOR APPROVED COMPANIES  | RESP: QAS /IC<br>RESP: FM/QAS | BY: BIANNUAL<br>By: BIANNUAL |
| 5.2 | SUPPLIER ENGAGEMENT<br><b>MEASURE:</b> VISIT LOCAL 1 SUPPLIER / SERVICE PROVIDER PER QUARTER  | RESP: QAS / NI                | BY: BIANNUAL                 |
| 6   | <b>CONTINUED IMPROVEMENT</b>  |                               |                              |
| 6.1 | IMPROVEMENTS LIST<br><b>MEASURE:</b> REGISTER OF IMPROVEMENTS ON A ROLLING 12-MONTH BASIS   | RESP: QAS                     | BY: BIANNUAL                 |


NOTE: NI = NOMINATED INDIVIDUAL

IC = IMPORTS CONTROLLER

MA = MARKETING ASSISTANT

QAS = QUALITY ASSURANCE SPECIALIST

FM= FINANCIAL MANAGER

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