

AfriSam Quality Policy

People. Planet. Performance.

Policy:

The vision of AfriSam (South Africa) (Pty) Ltd is to be the leading concrete materials business on the African continent.

Our core business is to manufacture and supply cement, readymix concrete and aggregate as well as to provide technical solutions to our customers. Underpinned by our values of People, Planet and Performance, we strive to consistently provide quality products and services in accordance with customer requirements.

This Quality Policy guides behaviour that aims to develop, implement and maintain a culture of customer satisfaction based on the following:

Customer focus: As an organisation, we are committed to deliver value to our customers by ensuring that we have an in-depth knowledge of the markets we operate in, understand what our customers need and value and consistently deliver to these requirements.

Leadership: AfriSam leaders are committed to creating an environment where employees perform at their best, by establishing a shared purpose and direction and where business growth is aggressively pursued.

Engagement of people: We are committed to inspiring and growing our people. Building and maintaining a culture of accountability, engagement and empowerment that inspires high performance. Our culture is based on the following core values:

- People – acting with integrity and respect
- Planet – a responsible approach to the community and environment
- Performance – to be the best in everything we do

Process approach: We create value through process and technology excellence. We execute best in class business processes, creating alignment and focus.

Improvement: We are committed to drive continuous improvement through the process of risk management, the execution of performance assessments, benchmarking and the implementation of improvement programmes.

Evidence-based decision making: We are committed to making decisions related to our quality system following an analysis of relevant data and information.

Relationship management: AfriSam commits to the facilitation of effective stakeholder engagement and building a credible, trusting and an inspiring climate with all AfriSam stakeholders.

The AfriSam way

To implement this policy, AfriSam is maintaining a culture, The AfriSam Way, of which quality management forms a critical part. The AfriSam Way supports the requirements of the ISO 9001:2015 Standard.

AfriSam's Quality Management System (QMS) aims to:

- meet the requirements of interested parties and our social, environmental, charitable, regulatory, and legislative responsibilities;
- provide the necessary resources and ensure that responsibilities and authorities are determined and communicated throughout the organisation;
- establish business and quality objectives, which are reviewed periodically through the management review process;
- ensure that the QMS remains effective in achieving business and quality objectives, conforming to the requirements of the ISO 9001:2015 Standard;
- seek structured feedback from customers and carry out actions in accordance with stated methods and customer requirements; and
- assess opportunities for continuous improvement.

AfriSam has implemented an Internal Audit Programme to ensure that the ongoing suitability and conformity of the QMS is assured. The QMS has the full support of the Board of Directors, management, and staff.

This document and the QMS Manual remain available in the AfriSam document system for reference. This policy will be reviewed on a periodic basis to ensure that it is best suited for realising the business goals of AfriSam (South Africa) (Pty) Ltd.



Eric Diack
Chief Executive Officer
AfriSam (South Africa) (Pty) Ltd

