



Quality Policy

At ISM Africa Group of Companies, we are committed to delivering exceptional quality across all our services and products. Our aim is to continuously exceed the expectations of our customers, stakeholders, and regulatory bodies. We recognize that quality is the foundation of our success and sustainability in the market. Therefore, we adhere to the following principles:

- 1. Customer Satisfaction:** We prioritize understanding and fulfilling the needs and expectations of our customers. We strive to consistently deliver products and services that meet or exceed their requirements.
- 2. Continuous Improvement:** We are dedicated to continually improving our processes, products, and services. Through regular reviews and evaluations, we identify areas for enhancement and take proactive measures to implement necessary changes.
- 3. Compliance:** We are committed to complying with all applicable laws, regulations, and industry standards. Our operations are conducted with the highest level of integrity, ethics, and respect for legal requirements.
- 4. Employee Empowerment:** We believe in the importance of our employees and their contributions to quality. We provide training, resources, and support to empower our employees to perform their duties effectively and to contribute to the achievement of our quality objectives.
- 5. Supplier Relationships:** We maintain strong and collaborative relationships with our suppliers and partners. We work closely with them to ensure the quality of materials, products, and services procured for our operations.
- 6. Environmental Responsibility:** We are committed to minimizing the environmental impact of our operations. We integrate sustainable practices into our processes and seek opportunities to reduce waste, conserve resources, and promote environmental stewardship.
- 7. Health and Safety:** We prioritize the health and safety of our employees, customers, and communities. We maintain a safe and healthy work environment through adherence to relevant health and safety regulations and the implementation of effective risk management practices.
- 8. Communication and Transparency:** We promote open and transparent communication both internally and externally. We encourage feedback from all stakeholders and actively communicate our quality objectives, performance, and achievements.

This Quality Policy is communicated to all employees, stakeholders, and interested parties, and is reviewed periodically to ensure its continued suitability and effectiveness.

DIRECTORS

Two blue ink signatures are written over a horizontal line. In the center, there is a circular blue stamp. The stamp contains the text 'ISM CONTAINERS LTD' around the top edge and 'P.O. Box 856 - 00606' around the bottom edge. In the center of the stamp, the date '03 JAN 2024' is stamped in red.

Date: 3rd January 2024