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Isowall Group Quality Policy

Top management of Isowall established, implemented and maintained a quality policy that:

- Is appropriate to the purpose and context of the organization and supports its strategic direction;
- Provides a framework for setting quality objectives
- Includes a commitment to satisfy applicable requirements;
- Includes a commitment to continual improvement of the Quality Management System.

It is with total commitment and dedication to quality that I, Debbie van Duyn, Managing Director of Isowall SA (Pty) Ltd., have implemented a Quality Management System structured to comply with the requirements of ISO 9001: 2015. I will provide leadership to ensure that this policy is understood, implemented and maintained throughout the company, whilst we design and manufacture block and shape moulded expanded polystyrene and expanded polypropylene products, sandwich panels, insulated doors and install into buildings.

In fulfilment of this policy the management team and I are committed to providing customer satisfaction with the products and services offered by continuously meeting and endeavouring to improve upon agreed requirements. We shall strive to understand current and future customer needs and strive to exceed our customer expectations and thus ensure reliable product quality and customer satisfaction.

We shall apply the applicable requirements of ISO 9001: 2015 within Isowall SA (Pty) Ltd:

- To remain a preferred supplier and ensure a sustained competitive advantage;
- To provide maximum customer satisfaction;
- To establishing efficient processes that will ensure Isowall will consistently achieve required quality and performance criteria;
- To ensure the continued future growth and profitability of Isowall SA (Pty) Ltd and to foster an environment of continual improvement;
- To develop and harness the abilities of all our employees to attain maximum benefit for all stakeholders;
- To create value through mutually beneficial interdependent relationships for our internal stakeholders and our customers.

It is expected that every employee should understand the quality policy and should be enabled and empowered to contribute in attaining the objectives contained in this policy.

In order to achieve customer requirements, it is essential that all our resources, including people, property, financial, supply and management systems are reviewed and continuously improved. The resources that contribute towards compliance with customer requirements are to be included in a Quality Management System ("QMS") manual which will lead to the implementation of quality objectives.

Quality objectives and targets for the continuous improvement of resources and product will be established at each relevant department and monitored on a regular basis during the annual Management Review Meeting. Progress will be monitored formally during SHEQ Management meetings.

This policy is for the perusal and attention of all employees, contractors, suppliers, customers and stakeholders of Isowall and is posted throughout the company, discussed at the induction training provided to all employees, and posted on the company's internet site.

This quality Policy shall be:

- Maintained as documented information; and controlled through clause 7.5 Documented Information
- Communicated, understood and applied within the organization; through clause 7.3 Awareness
- Available to relevant interested parties, as appropriate.

Debbie van Duyn

D.A van Duyn
Managing Director

Date: 9 November 2017