



QUALITY POLICY

Rustenburg Steel Construction specialises in the fabrication of structural steel and platework, for civil and structural engineering designs provided by clients broadly within the mining industry. Our meticulous attention to detail forms the basis of our quality philosophy. At Rustenburg Steel Construction, we are committed to providing our customers with the highest quality steel products while continually improving our processes and maintaining compliance with ISO 9001 standards.

As part of this commitment, we endeavour to:

1. Customer Satisfaction:

We prioritize understanding and meeting our customers' needs and expectations, delivering products that consistently meet or exceed their quality requirements. We will ensure customers' needs and expectations are communicated to all relevant employees.

2. Product Excellence:

We maintain rigorous quality control measures at every stage of our manufacturing process, ensuring the quality and consistency of our steel products across local and international markets.

3. Continuous Improvement:

We foster a culture of continuous improvement, empowering our employees to identify and implement enhancements to our processes and systems.

4. Compliance and Certification:

We are committed to complying with ISO 9001 requirements and maintaining our certification. We annually review our quality management system to ensure its effectiveness.

5. Employee Development:

We invest in the training and development of our employees, ensuring that they are well-equipped with the skills and knowledge necessary to deliver quality products and services. We will ensure the policy is accessible to all employees.

6. Supplier Relationships:

We work closely with our suppliers to establish mutually beneficial relationships that support the consistent quality of our raw materials and components.

7. Legal Requirements:

We are committed to ensuring compliance with all applicable legal and other requirements.

8. Management of Systems:

We are committed to establishing, implementing and maintaining business processes as well as the effective management of associated documented information.

Our Quality Policy Principles:

- We adhere to a customer-centric approach, focusing on delivering value and satisfaction.
- We promote a culture of teamwork and responsibility, where every employee is committed to quality.
- We embrace technology and innovation to stay at the forefront of the steel manufacturing industry.
- We strive for operational excellence in all aspects of our business.
- We are dedicated to complying with all relevant legal and regulatory requirements.

Michael van Rooyen
CEO

13 September 2023

Date