

Quality Policy

We believe a 'Total Quality Management' mindset and approach is vital to achieve true customer satisfaction and operational excellence. Our Customers, Suppliers and our People deserve it. Our future depends on it. Frameworks like the UN Sustainable Development Goals and the Global Reporting Initiative help us to measure our performance and progress. Our key vision is set out in this policy.

Scope

This Quality Policy applies to every colleague of the Manuchar Group, its affiliated companies, and all third parties acting on behalf of Manuchar. Furthermore, we encourage our business partners to respect the values and principles highlighted in our policy.

Key Vision:

- Adopt a total quality management approach to all activities and operations within the Manuchar Group and establish a 'do it right the first time' attitude with a focus on identifying, qualifying, and managing risk through governance and continuous process improvement activities.
- Ensure our organization complies with regulatory and statutory obligations, as well as the requirements of external quality standards including ISO 9001 Quality Management Systems and other relevant market standards.
- Identify and assess risks and take actions commensurate with the potential impacts by providing the necessary controls, systems, equipment, and training to achieve organizational targets.
- We conduct a review of our quality management system and validate via external stakeholders our effectiveness and ability to achieve measurable targets.
- Develop staff competencies, creativity, empowerment, and accountability through appropriate skills development programs, demonstrating a strong management involvement and commitment.
- Drive continual improvement and innovation based upon efficient business processes, well defined measurements, best practices, and customer surveys.
- Achieve customer satisfaction by meeting or exceeding customer requirements, addressing customer complaints to ensure continuous improvement and ensuring that our quality assurance practices are compliant to our customer's expectations.
- Use a preventative approach to ensure the health and safety of our employees and the minimization of environmental impacts by our organization.

*Manuchar Policies are communicated to all employees and are reviewed on a regular basis to ensure relevance, compliance, and to drive improvement.