

Policy Name:	Quality Policy
Policy Number:	6.04
Date:	February 2023

POLICY STATEMENT:

At JC Steele our commitment is to never compromise on the safety, compliance and quality of our products and services. This requires every employee to be engaged, to understand their responsibility in achieving our quality objectives and to be empowered to take action in order to protect our customers and our brand.

At JC Steele, our Quality Policy summarises the essential elements of our commitment for excellence and includes:

- Fostering a quality culture with the objective of developing, manufacturing and providing products and services with zero defects that are trusted by our clients.
- Complying with relevant laws and regulations as well as internal requirements.
- Continuously challenging ourselves to guarantee safety, prevent incidents, eliminate defects and provide our customers with the correct quantities of products as well as the correct products ordered through the review of quality objectives and results.
- Encouraging participation and promotion of quality responsibilities amongst all employees through appropriate standards, training, supervision and effective communication.

To sustainably create value and to effectively and efficiently build client trust, quality at JC Steele is to:

- a. Guarantee safety and full compliance by respecting our policies, principles and standards with full transparency;
- b. Ensure that our products and services always meet or exceed customer expectations;
- c. Strive for zero defects when manufacturing;
- d. Provide the correct orders to our customers, within their required and communicated timeframes, by constantly looking for opportunities to apply our continuous improvement approach to deliver competitive advantage; and

- e. Engage every employee's commitment across all levels of our organisation to build the JC Steele quality culture.

The following table outlines the JC Steele quality responsibility matrix:

Description	Actioned by	Responsible	Final Approval
Manufacturing of custom products	Workshop Team (trained in manufacturing)	Workshop Team	Manufacturing Manager
Picking, packing, despatch and delivery of goods	Warehouse Team	Warehouse Team	Warehouse Supervisor
Accuracy in Quotations	Customer Support Team	Customer Support Team	Customer Support Manager
Accuracy in Invoicing	Administration Team	Administration Team	Administration Manager
Quality completion of offsite projects	Trained offsite team	Trained offsite team	Customer Relationship Manager