

Multiplant Holdings and its controlled entities (Multiplant and KMJV) provide quality management and coordination of civil works, mining and mine support, rehabilitation & remediation services and fabricate, supply, project management, installation, maintenance and commission services for surface, underground and offshore piping solutions.

We have significant expertise and aim to achieve a high standard of service to customers. We ensure that industry standards and regulations are always adhered to and strive to provide customer services in accordance with the agreed contract specifications and price.

We are committed to the implementation of our Quality Management System that that meets or exceeds the requirements of ISO 9001 and fosters a culture of quality and continuous improvement. This is fulfilled by:

- ❖ Setting key performance indicators and regularly reviewing measurable targets to ensure continued improvement;
- ❖ encouraging process agility;
- ❖ developing and adopting innovative industry best practices;
- ❖ seeking proactive feedback from customers;
- ❖ risk and opportunity based approach to planning and delivery of services;
- ❖ encouraging employee participation;
- ❖ internal and external auditing and performance monitoring;
- ❖ preventative and corrective measures;
- ❖ regular management reviews and adherence to a formal Quality Management System.

Top Management, the Management Team and staff are responsible for quality control through the Quality Management processes. These processes shall be constantly reviewed, with suppliers and sub-contractors being encouraged to participate.

This policy covers provision of all services by the Company and has the support and commitment of the Senior management team.

Managing Director: \_\_\_\_\_



Date: 09 / 05 / 2024