

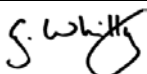
EMVAfrica & Multi Alloys are part of a group of companies with a common purpose of utilising our trading and technical skills to effectively niche market a range of industrial metals and allied products through service excellence and with due regard to risk management.

EMVAfrica & Multi Alloys recognizes that the disciplines of quality, health and safety, and environmental management are an integral part of its management function. The organization views these as a primary responsibility. In addition, we believe that in adopting a quality management system, we are striving to improve our efficiency, work environment, service to customers, and ultimately our profitability.

We will measure our performance by the following objectives:

1. **Education:** We have ongoing skills development and training programmes to ensure the continual improvement in the competence of employees.
2. **Commitment:** We wish to ensure that all our staff are fully committed to the principals and objectives laid out in our quality program. In so doing our staff will need to be made aware and understand the benefits to our business of adopting these policies.
3. **Product & Service:** Provide industry leading quality in both product and service to our customers, at fair and competitive prices.
4. **Continued Improvement:** To ensure that we are continually monitoring our performance in quality and service and implementing programs to improve our business.
5. **Work Environment:** Make sure that we have a safe, healthy, and comfortable work environment.
6. **Supply Chain:** Ensure that our suppliers meet and exceed a defined level of quality standards thereby ensuring that our quality standards are supported by our suppliers.

OBJECTIVES TO BE READ IN CONJUNCTION WITH ABOVE

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1 EDUCATION

- 1.1 CONDUCT TRAINING IN LINE WITH WORKPLACE SKILLS PLAN AND IN LINE WITH BBBEE OBJECTIVES
 RESP: DIRECTOR BY: JUNE 2018
MEASURE: COMPLIANCE WITH TRAINING PLAN AS SUBMITTED AND BBBEE OBJECTIVE

2 COMMITMENT

- 2.1 CONDUCT 2 QUALITY AWARENESS TRAINING SESSIONS
 RESP: QAS BY: OCTOBER 2018
MEASURE: EVERY WORK TEAM IDENTIFY 2 OFI'S AFTER EACH SESSION AND IMPLEMENT THIS WITH SUPPORT FROM TEAM LEADERS IN NO LONGER THAN 3 MONTHS
 (BI-ANNUAL)

3 PRODUCT AND SERVICE

- 3.1 MONTHLY SURVEY ON SERVICE RELATED MATTERS
 RESP: DIRECTOR BY: MONTHLY
MEASURE: 80% APPROVAL ON A ROLLING 12 MONTH BASIS
- 3.2 PRODUCT RELATED NON-CONFORMANCES
 RESP: QMS BY: JUNE 2018
MEASURE: RELEVANT CREDIT NOTES TO BE LESS THAN 1% OF INVOICES (NUMBER)
 (BI-ANNUAL)

4 CONTINUED IMPROVEMENT

- 4.1 IMPROVEMENTS LIST
 RESP: QMS BY: DECEMBER 2018
MEASURE: IMPLEMENTATION OF 75% OF IMPROVEMENTS LISTED

5 WORK ENVIRONMENT

- 5.1 NON-CONFORMANCES FOR HEALTH AND SAFETY
 RESP: QMS BY: JUNE 2018
MEASURE: AIM FOR NIL
 (BI-ANNUAL)
- 5.2 COMPLIANCE WITH HEALTH AND SAFETY INSPECTIONS
 RESP: QMS BY: DECEMBER
MEASURE: AIM TO BE COMPLIANT IN TERMS OF MAKROSAFES PROGRAM

6 SUPPLY CHAIN

- 6.1 SUPPLIER ISO DOCS AND QUESTIONNAIRE
 RESP: QMS /IC BY: AUGUST 2018
MEASURE: ENSURE 80% OF TRANSACTIONS (BY VALUE) ARE WITH PRIOR APPROVED COMPANIES
- 6.2 SUPPLIER ENGAGEMENT
MEASURE: VISIT LOCAL 2 SUPPLIERS / SERVICE PROVIDERS PER QUARTER
 RESP: QMS / NI BY: JUNE 2018

NOTE: NI = NOMINATED INDIVIDUAL

IC = IMPORTS CONTROLLER

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