

QUALITY POLICY STATEMENT

Our commitment: “Quality, Service and Competitive Pricing”

The ultimate responsibility for quality management and continual improvement rests with the Leadership of **Portland Holdings (Pty) Ltd**

In this respect, we hereby confirm our commitment to our quality management system through:

- Active involvement and accountability of leadership
- Aligning quality with wider business strategies to enhance and monitor performance
- Promote the process approach throughout our organisation
- Enhancing customer satisfaction by identifying risks and opportunities (risk-based thinking)
- Setting measurable quality objectives
- Supporting all personnel to achieve quality in their own spheres of activities.

The Leadership hereby also confirms the support for the policies and procedures set out in the documentation of the quality management system and urges all employees to conform to their contents.

It is the general policy of **Portland Holdings (Pty) Ltd** that the quality management system will be in conformance with the requirements of ISO 9001:2015. In this respect accredited representatives of an international certification body will be given access during normal working hours to the areas of work relevant to the requirements, provided that prior authorisation has been given by me or my representative.



Nicol Heyns
Managing Director



Portland
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