

QUALITY MANAGEMENT POLICY

Purpose and scope

Quality management is integral to the operational ethos of GVK-Siya Zama. It is part of the fabric of our integrity and underscores the Group's value set while guiding corporate governance and, most importantly, customer experience (hereafter referred to as "CX"). The Group is committed to the pursuit and delivery of the highest standard of quality – relative to requirements – on all our projects.

The Group's aim is to be the contractor of choice as well as at the forefront of best construction practice in South Africa. This vision requires consistent, diligent quality management to deliver a superior built product.

Quality is often understood as a degree of excellence, a concept which implies measurement as part of the methodology and process. Continuous evaluation and assessment is part of our processes and concludes, on project completion, with a comprehensive client satisfaction survey to inform and guide improvement, the streamlining of operations and to ensure that we continuously meet, and exceed, customer expectations. Management is committed to continual improvement.

Roles and responsibilities

This policy applies to all employees of GVK-Siya Zama.

Procedures

1. The Quality Management Policy aims:
 - to ensure that the Group's Business Operation System (hereafter referred to as the "BOS") and policies translate into practical, cost effective quality management practices across all operations;
 - to ensure that all our employees and role players have the required competencies in order to conduct themselves in a responsible manner by monitoring our quality standards and other relevant standards and to meet Group Objectives in consistently delivering quality products and services;
 - to continually monitor performance by means of audits, checks and inspections that drives compliance with our objectives, policies, systems and mandatory requirements;
 - to ensure, as far as possible, that all employees, suppliers and contractors deliver the highest level of quality standard of work achievable to ensure customer satisfaction;
 - to ensure that the Group is recognised as setting and maintaining the highest standards in the industry for quality management practices and delivery of service excellence.
2. The principles of quality management are evident in all the business processes, policies and procedures of the Company to ensure that it forms part of the ingrained daily practice.
3. To achieve pre-determined built quality on every site, the specific degree of quality is defined upfront to guide and direct teams, steer results and moderate client expectations. This negates the problem of quality being a moving target – it has to be achieved during construction, not on completion or post completion.
4. More specifically, the Company's quality practice is guided by the parameters of the Group BOS which is based on the principles of ISO 9001:2015.
5. The Quality Management Policy:
 - is available to all staff and frequently communicated and explained to all employees (and clients, where required),
 - is displayed around the Company's offices and on site,
 - is a living document and open to improvement by employees,

is reviewed and amended as required, but at a minimum, reviewed during the annual Management Review process to ensure that it remains current and relevant


 E. Meyburgh
 Group CEO


 date