



## QUALITY POLICY STATEMENT

As management and staff of Nelspot Brands, Mukuvisi Woodlands Plant, we are mandated according to “Nelspot Quality Standards” to manufacture, provide and deliver our consumers with the highest quality household and industrial detergents, sanitizing and water treatment chemicals; and to deliver a high standard of service to all customers at all times.

In pursuit of the above, Nelspot Brands will therefore:

- Comply with its strategic intent, which are the vision, mission and regulatory principles and values.
- Standardise business processes by the establishment of the Quality Management System in line with the ISO 9001:2015 standard.
- Establish, implement and periodically review Quality Objectives at relevant levels within the organisation.
- Develop and implement enhanced communication strategies with our employees and relevant stakeholders to enable their participation in the review of the effectiveness of the Quality policy and the Quality Management System.
- Adhere to all legislation and applicable statutory and regulations and meet their requirements.
- Continuously improve the effectiveness of the Quality Management System through regular internal audits, management reviews and customer satisfaction surveys.
- Train and empower our employees to take pride in their work and be aware of the impact of their performance outcomes on the quality of our products and services.

We ensure that this Quality Policy will be reviewed annually and communicated to all employees and relevant stakeholders and that it will be operated in pursuit of excellence for Nelspot Brands.

Signed by

General Manager

Workers Committee Chairman