

THE HOUSE OF WOODOC QUALITY POLICY

Rekara Mills (Pty) Ltd is a leading developer, manufacturer and distributor of wood protection, -maintenance and -enhancement products that are synonymous with the highest quality and innovation together with superior service delivery.

The way we achieve this is by operating a Quality Management System (QMS) in accordance with the requirements of ISO 9001: 2015.

Top management is committed to:

- **Satisfying all requirements by ensuring that customer- and applicable statutory- and regulatory requirements are determined, understood and consistently met.**
- **Continual improvement of the QMS by ensuring the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction, are determined and addressed and the focus on enhancing customer satisfaction is maintained.**

Top management shall:

- Take accountability for the effectiveness and maintenance of the QMS.
- Ensure that the quality policy and quality objectives are compatible with the context and strategic direction of the Company.
- Ensure that the quality objectives are evaluated and monitored by a management review processes, in order to enhance customer satisfaction.
- Promote the use of a process approach in the QMS.
- Practice risk-based thinking throughout its processes.
- Ensure that the resources needed for the QMS are available, that training is provided where necessary and that human resources are competent.
- Communicate the importance of effective quality management and of conforming to the QMS requirements.
- Ensure that the QMS achieves its intended results.
- Engage, direct and support persons to contribute to the effectiveness of the QMS.
- Encourage continual improvement.
- Support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.
- Establish partnerships with suppliers and interested parties to provide an improved service.

This policy will be communicated to all employees and organisations working for or on our behalf.

This policy will be reviewed annually by top management and where deemed necessary, be amended and re-issued. Previous versions of this policy are archived.

This policy is available to relevant interested parties, upon reasonable request.



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FW GREEFF
MANAGING DIRECTOR
31 October 2017

