

QUALITY POLICY

Burncrete is a specialized wholesale supplier of lifting, rigging, pulling, lashing and marine equipment to the mining, industrial, construction, transport, railways, harbours and marine sectors, via re-sellers, agents. The company operates from its Head Office in Denver, Johannesburg and from the branch in Cape Town.

Customer focus:

Burncrete is well known in the industry for carrying high levels of good quality stock at competitive prices. It is also known for having fast turnaround times on orders. Burncrete also ensures that sales and after sales service is of a high standard through intensive quality control procedures, by carrying a full range of spare parts for all products sold, and by ensuring that all staff and management are aware of the various statutory acts and safety regulations pertaining to the products sold.

Burncrete is committed to an ongoing policy of consistent stockholding for the benefit of our customers, with a view to providing a single source for all lifting and related product requirements. Burncrete is the only company that manufactures and sells a comprehensive range of equipment, and has become a “one-stop shop”.

Burncrete aims to provide consistency in the product and service delivered, creating an environment in which the customer’s needs and expectations are anticipated, acknowledged and exceeded. We are proud of the fact that our record of service is based on the establishment of long-lasting relationships and ongoing strategic alliances with clients. We look forward to establishing similar relationships with new clients outside of our traditional area of operation.

Resources:

In order to remain a key player Burncrete has recognised the need for skilled and competent staff. As an equal employment opportunity company, we also strive for continued skills development and utilisation of our employees to their full potential. Where identified, knowledge will be enhanced through training.

Resources also extend to providing the necessary infrastructure, enabling staff to perform their jobs and produce the standard of work expected. Latest developments in technology will be researched, adapted and implemented where applicable.

Management review:

Our Business management system (BMS) and quality policy will be reviewed on an annual basis to ensure that it remains suitable, efficient and effective. Specific issues will be assessed in the Management Meetings.

As part of the review, Burncrete will ensure that Local, National and International Regulations and Standards that govern the company and the work performed are respected and adhered to.

Quality objectives:

Burncrete has embarked on a journey of success, armed with the tools of preparedness, foresight and strategy. This will lead to the path of growth and a high quality operation.

Burncrete has established quality objectives at all levels of the company that relate to the processes of the business management system as well as the products/services. These objectives have been

communicated to staff throughout Head Office and the Support Office and also forms part of the induction process for new employees. Key objectives include:-

- To use the requirements and principals of ISO 9001:2015 to implement and maintain the processes needed to produce a level of professional service and a consistent standard of quality.
- To foster good relationships with clients by effective communication and feedback.
- Develop, implement and maintain a formal management system and structures to provide framework for setting quality objectives and continually improve the effectiveness of QMS.
- To provide goods in accordance with the specifications and requirements of our clients.
- Ensuring that adequate resources required for the establishment, implementation and maintenance of the quality management system are available.
- We commit ourselves to meet applicable requirements as well as all statutory and regulatory requirements.
- Monitoring and improving skills and competence of our personnel through effective leadership, motivation, training and development programs for all employees;

The above will be reviewed annually during the Management Review Meetings. Management will ensure that a review of the objectives includes consideration of the S.M.A.R.T. principles (Specific, Measurable, Accurate, Realistic, Timeline).

Communication:

The Quality Policy is displayed throughout the company and is available to staff members on the Q drive. It has also been incorporated into the induction process, where it can be communicated to and understood by new employees.

As a minimum, the policy will be assessed at the annual Management Review Meeting for its effectiveness and continued suitability.

Data Security (POPIA Requirements):

The Division is committed to playing an active role in ensuring that Customers Personal Information is used, disclosed and destroyed in a manner aligned with POPI Act, No. 4 2013 (South Africa). The Division also guarantees its commitment to comply with the law in respect of the data it holds about individual, follow good practice, protect staff and other individuals and protect the organisation from the consequences of a breach of its responsibilities. This is demonstrated in the adoption of our **POPIA (Protection of Personal Information Act) Policy PR-HR-011.**

Senior management commitment:

The management of Burncrete are fully committed to the implementation and maintenance of the ISO 9001:2015 Business management principles and regards the standard as part of Burncrete sustainability strategy and risk management approach and as a vehicle towards customer satisfaction and the establishment of beneficial Supplier and customer partnerships. To demonstrate this commitment a representative for quality has been appointed from management and has been afforded the necessary responsibilities and authority to safeguard the system and ensure its continued improvement. Staff members will also be encouraged to actively participate in the system through the Q Drive interface and the use of available tools for ongoing improvement.

Z. Fajandar
Managing Director

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