



KUSASA REFINING (PTY) LTD

LABORATORY QUALITY POLICY

Laboratory Quality Policy Statement

Kusasa Laboratory is committed to customer satisfaction and continual improvement of processes to achieve and maintain the highest standard of quality in all its activities. It is recognised that this can only be achieved through a shared commitment to quality and customer focus by management and personnel. The laboratory ensures that this commitment is met through the implementation of a quality management system and a programme of continuous improvement in accordance with ISO17025:2017. Kusasa Refining is committed and shall conform to ISO 17025 requirements as documented and adopted in the laboratory management system and achieve stated laboratory objectives. Management shall ensure that all laboratory personnel are familiar with the documented management system by providing management system training and assistance in testing activities.

To enable us to achieve this aim, the following objectives have been set

- To firstly obtain and then maintain accreditation
- To ensure the accuracy and precision of the laboratory results so that they are reliable, interpretable, repeatable and defensible
- To maintaining Kusasa laboratory's reputation for quality by fostering continuous process improvement
- Customer needs, whether explicit or implied are the cornerstone of customer satisfaction, and as such are the laboratory's focus. This focus is shown through our independent and impartial approach to meeting customer, national and international standards of operation in our laboratory activities.
- Laboratory activities are only performed by competent and suitably qualified personnel who share and are committed to the policies and objectives of the laboratory as well as meeting customer needs.
- All personnel are actively involved with the development and continuous improvement of the quality management system.
- Professional service and workplace excellence are promoted through experience, education and training, the provision of necessary resources and regular benchmarking of laboratory activities through interlaboratory comparison and proficiency testing.

This policy statement will be reviewed and updated on Kusasa's Electronic Documents system and where required information relating to the integrated management system, as part of the management review process; and will be made available on the company internet site.

Chief Executive Officer

Kusasa Refining Pty Ltd