

	<b>African Certification and Testing</b> 1 Klaasen Street, Merrivale Howick, Kwa Zulu Natal, 3291 Tel: 033 3303418	No.	PY01
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<b>Quality Policy Statement</b>			

Quality pervades African Certification and Testing's technical, operational and service delivery process. Our quality service culture is characterized by client focus and continuous improvement.

The delivery of quality service is the focus of all African Certification and Testing employees and designated sub-contractors. We commit ourselves to:

- Meet client needs and exceed client expectations
- Respond promptly and effectively to changes in the business environment and any possible change regarding client needs.
- Attract and retain clients by being best-in-class.


To ensure continuing success of the quality initiative, our leadership will make every effort to:

- Maintain an absolute, proactive and long term commitment to client focussed, continuous service improvement.
- Understand the concepts, be familiar with the tools and encourage techniques that enable us to fully integrate client focussed continuous improvement in everything we do.
- Act as role models for the quality values of African Certification and Testing
- African Certification and Testing has formulated an Impartiality committee for ensuring strict adherence to laid down impartiality norms and for reviewing of the norms.

Our product certification process guarantees that all evaluation and certification decisions are conducted in accordance with the requirements of the relevant standards. In addition, African Certification and Testing is fully committed to comply with all relevant standards and all requirements of applicable regulatory bodies.

African Certification and Testing ensures that a professional service is offered to clients through the use of trained, experienced and competent evaluators and support staff.

African Certification and Testing continually pursues to improve the services we offer and do so through acting upon client's feedback, regular internal and external audits and assessments, reviews of reports, and reviews of staff, management review meetings and management meetings.

Originator	Signature	Approved by	Signature	Page 1 of 1
Quality Manager		Managing Director	