

EAST LONDON INDUSTRIAL DEVELOPMENT ZONE (SOC) LTD

QUALITY POLICY



The East London Industrial Development Zone (SOC) Ltd (ELIDZ) is the operator of a world class, prestigious industrial complex which offers its investors the competitive advantage of a modern and efficient manufacturing and services environment and access to industrial incentives and other streamlined business benefits. Its industrial property and support services are offered to ELIDZ investors to enhance their production efficiencies and level of competitiveness within global markets, with the extended intent of growing export volumes and stimulating regional economic growth.

The ELIDZ aims to apply Quality Management Systems' best practices within its Special Economic Zone precinct to ensure that its management and operations remain aligned to international standards. The ELIDZ commits itself to operate in an economically and socially sustainable manner and recognises that maintaining its QMS is an integral success factor to its overall business performance.

To sustainably create value and to effectively and efficiently build customer trust, Top Management at the ELIDZ shall:

- Ensure total commitment to delighting customers through its value offering and by establishing products and services that always meet or exceed expectations.
- Guarantee sustainability by complying with all relevant legislation, policies, procedures and standards.
- Strive to constantly leverage opportunities through a continual improvement approach to augment a competitive advantage.
- Ensure commitment across the complete value chain and at all levels of our organisation by engaging with relevant stake holders in order to build the ELIDZ Quality Culture.
- Ensure the Policy is available to all employees and that all the employees understand the content and implications.
- Establish strategic objectives and targets and regularly review progress towards achieving these.
- Review this Quality Policy as necessary to ensure its continuing suitability.

Simphiwe Kondlo
Chief Executive Officer

Professor Mlungisi Makalima
ELIDZ Board Chairman