



MATERIAL HANDLING AUTOMATION cc

ELECTRICAL & INSTRUMENTATION CONTRACTORS

Document Title:

QUALITY POLICY

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QUALITY POLICY STATEMENT

Material Handling Automation's Policy is to provide our customers with products and services that comply with SANS 10142-1 & 10142-2 statutory regulations and meet or exceed their needs and expectations for performance, reliability, and safety at a competitive cost.

Understanding our customer requirements is central to our quality policy. We recognise that our customers have specific needs that vary by industry and application. These requirements may include:

- Performance specifications- customers expect our products to perform optimally under specified conditions. We will document and analyse these requirements to ensure compliance.
- Reliability & durability- customers priorities products that demonstrate consistent reliability and long-lasting durability. We will undertake testing procedures to meet these expectations.
- Safety standards - We will adhere to both industry and regulatory safety standards to ensure the best practices for safety.
- Timelines and delivery - We commit to delivering products and services on time, while keeping our customers informed throughout the process to manage expectations effectively.

To reinforce this philosophy, Material Handling Automation has developed a Quality Management system that meets the requirements of ISO9001:2015. In support of this Policy, we are committed to continually improving the effectiveness of our Quality Management System to ensure an adequate framework for establishing and reviewing our quality objectives.

Quality Policy Commitments:

1. To be accountable to our customers, both nationally & internationally, for the quality of our work
2. To comply with all applicable legal and regulatory requirements for our products and services.
3. We should incorporate continuous improvement and innovation into every day and every activity we do, using team participation and measurements.
4. We will continually strive to improve our quality through learning, sharing, benchmarking, innovation and participation in continuous improvement programmes.
5. We will ensure that our Policies and Procedures reflect our activities.
6. We will communicate our quality policy with our customers, employees, and relevant shareholders.
7. We will actively promote this policy among our employees at all levels and encourage them to embrace quality as their commitment.

This policy will establish a framework for driving our quality programmes and fostering a culture of excellence, innovation, and continuous improvement. It will be updated annually.

T.J. Pillay
Chief Executive Officer
20.02.2026

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