

Quality Policy

The Director of Temati BV recognises that the disciplines of quality, health and safety and environmental management are an integral part of its management function. The Company views these as a primary responsibility and the key to good business practices.

The Company places particular emphasis on obtaining Customer satisfaction by:

- Responding promptly and accurately to Customers' enquiries and contracts;
- A constant pursuit of quality, value and reliability in the services that the Company supplies to its Customers;
- Ensuring that its management and staff are fully trained to meet the requirements of the business and its Customers;
- Constantly striving to meet and where possible exceed its Customer's expectations;
- Working closely with its Customers in seeking to establish the highest Quality standards;
- Adopting a forward-looking view on future business decisions which may have an impact on Quality;
- Training all employees in the needs and responsibilities of Quality Management.

The Company's Quality policy calls for continuous improvement in its Quality management activities and business is conducted according to the following principals:

- Complying with all applicable laws and regulations;
- Following a concept of continuous improvement and making best use of management resources in all Quality matters;
- Communicating Quality objectives and performance against these objectives throughout the Company and to interested parties;
- Taking due care to ensure that activities are safe for employees, subcontractors and others who come into contact with our work;
- Providing complete Customer satisfaction by delivering the highest quality products and services, on time, the first time, at a competitive price.

The ability of Temati BV to meet these objectives is measured through the internal audit processes that evaluate the effectiveness and efficiency of the Company, as well as through processes for continual improvement and for the detection and prevention of nonconformances. Customer satisfaction is monitored and used as a basis for continual improvement.

Signed: 

Date: - 01/01/2018

5.3 Organizational Roles Responsibilities and Authorities

The Director has assigned responsibilities and authorities for all relevant roles in the company. These are communicated through the combination of the organisation chart and job titles

In addition, the following overall QMS responsibilities and authorities are assigned as follows:

Responsibility	Assigned To
Ensuring that the management system conforms to applicable standards	The Director
Ensuring that the processes are delivering their intended outputs	Applicable process owner
Reporting on the performance of the management system and providing opportunities for improvement for the management system	All Directors and Senior Management Globally
Ensuring the promotion of customer focus throughout the organization	The Director
Ensuring that the integrity of the management system is maintained when changes are planned and implemented	The Director

The Director of Temati BV Limited has been assigned the role of **Global Quality Manager** when having a single point of contact to represent the Temati Global quality system is useful or required by customer or regulations.