
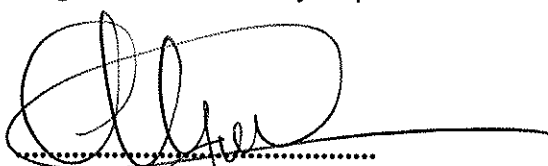


IDWALA INDUSTRIAL HOLDINGS PRIVATE BAG X10 HONEYDEW 2040		IDWALA INDUSTRIAL MINERALS P.O. BOX 6056 DUNSWAART 1508
<b>QUALITY MANUAL : QUALITY POLICY</b>		
AUTHOR: MOL	DOCUMENT: IIMOP 5	EFFECTIVE: 11 JUNE 2014
APPROVED: MAN	REVISION: 003	PAGE: 1 OF 1

**In everything we do at Idwala Industrial Minerals, customer satisfaction is our primary objective. The principles that we will apply at all times to achieve this objective are laid down in the pledge below.**

- To conduct every aspect of our business in accordance with the standards of quality and excellence prescribed by ISO 9001: the latest edition.
- To endeavor to consistently meet the needs of our customers in the products we supply and the service we provide.
- To ensure that all products meet the specified standards of quality and performance.
- To encourage and assist our fellow workers to participate in our commitment to quality and performance that will be valued by our customers.
- To make maximum use of available technical expertise in order to provide our customers with superior products and service.
- Customer satisfaction surveys will be completed by **Sales and Marketing** to evaluate our service and quality around Idwala Industrial Minerals.
- To commit to good corporate **governance** and good business ethics and thus ensure good return on investment to our shareholders.
- Top management will communicate to all levels of employees through different channels of communication like management reviews.
- To annually review the quality policy and objectives to ensure relevance and to set new targets to continually improve the effectiveness of the QMS.

  
 .....  
**GENERAL MANAGER**  
**GODFREY MANGOTLO**

  
 .....  
**DATE**