

QUALITY POLICY

	NAME	DESIGNATION	DATE
Approved	Andrew Waller	Chief Executive Officer	February 2021
Reviewed	Cathie Lewis	Sustainability	Nov 2020
Compiled	Chris Kapp	General Manager SHERQ	Nov 2020

1. PURPOSE

Service excellence is at the heart of everything we do at Grindrod. We strive to not only meet the needs of our customers, but through engagement and collaboration exceed expectations. We appreciate that a quality culture is the collective responsibility of leadership, management and all employees, and forms the foundation of our rich heritage and good reputation.

Our quality culture, underpinned by our quality management system (QMS), is maintained through continual improvement, sharing of information and knowledge, and clear roles and responsibilities of management and employees.

2. SCOPE

This quality policy is applicable to all Grindrod Freight Services (GFS) business units (BUS). All suppliers and sub-contractors of Grindrod are expected to implement procedures to adhere to this quality policy. Grindrod is committed to customer satisfaction, and uses quality policies, procedures and processes to meet or exceed the requirements of ISO 9001.

Our QMS sets out steps for the identification of resources and the planning required to meet our quality objectives. This includes the description of the required processes and procedures to maintain and continually improve our quality standard. Our review process, which includes all changes to our QMS, are conducted in a controlled manner to ensure the integrity of the QMS is maintained and documented throughout. Transparent communication and engagement with our employees, suppliers and sub-contractors contribute to the entrenchment of our quality culture.

Commitment

Leadership confirms the importance of a quality culture and supports the policies and procedures set out in the documentation of the QMS. The success of our QMS lies in the decisions and actions of all our leaders, managers, employees, suppliers and sub-contractors.

In this respect, we hereby concretise our commitment to our QMS system through:

- Active Involvement and accountability of leadership
- Aligning quality with our broad business strategies to monitor and continually improve performance
- Promote process-based management throughout Grindrod
- Enhancing customer satisfaction by identifying risks and opportunities, implementing a risk-based approach
- Setting measurable quality objectives and targets
- Supporting all personnel to achieve quality in their own spheres of activities

3. REQUIREMENTS

QMS review committees will be established and will consist of senior management, operational management and employees. These committees will conduct quarterly I QMS reviews to ensure the further entrenchment of the quality culture of Grindrod.

At these review meetings, all QMS components will be reassessed to ensure that they remain current and applicable to business trends and market shifts.

The following will be used as touchstones in the review process:

- The mission, vision and purpose of Grindrod
- This quality policy
- The core Grindrod values as per our code of ethics
- The Grindrod sustainability pillars
- Annual quality objectives

The QMS review will also include a review of current performance and opportunities for improvement related to:

- Follow-up actions from earlier reviews
- Customer feedback
- Commercial contracts
- SLA agreements
- The internal audit program
- The corrective / preventive action program
- Preventive maintenance programs
- Process performance and product conformance data, and other changes that could affect the QMS

Appropriate resources, including trained employees, will be identified and provided throughout the documented quality system. These include:

- Resource requirements to ensure implementation and improvement of the QMS
- Conduct audits / due diligence
- Address customer satisfaction

We believe that our employees are our most valuable assets. In line with our core values, we will do our best to help them achieve their full potential through continuous education and training. We determine employee training, awareness, and competency needs through various methods. e.g. Non-conformance, quality compliance audits etc.

4. COMMUNICATION

We ensure communication regarding QMS processes and their effectiveness across all levels of Grindrod through documented training and regular formal and informal communication methods.

5. MONITORING AND PERFORMANCE

Compliance will be monitored through the implementation and maintaining of ISO 9001 - 2015 certification.

6. RESPONSIBILITIES

Senior management

Will be responsible for strategic planning and quality improvement process planning, the development of our quality policy, vision, and values, and provision of the necessary resources for accomplishing our goals and objectives. Additionally, senior management is responsible for conducting quality system reviews on an annual basis.

Operational management

Will be responsible for the execution of the strategic plan, budgeting, and implementation of the quality management system and policies.

This includes:

- Responsibility for implementation of our quality policy and ensuring adherence
- Living our core values throughout Grindrod
- Areas of responsibility

Employee responsibility

All employees are responsible for the quality of their work and for their part in the overall processes used to provide products and services to our customers. Employees will identify and record any problems relating to the product, process, and quality system. Employees are also the key participants in process improvements and the identification of measures needed to ensure the continued success of our continuous improvement process. They will initiate, recommend, or provide solutions through the Corrective / Preventive Action Program.