Firstgrade Incorporated

"Ingredients & Chemicals Specialists"

QUALITY POLICY

Firstgrade Incorporated is committed to supplying raw materials, chemicals, oils and lubricants for the manufacturing, agricultural and mining sectors efficiently in a way that creates value for our customers and stakeholders.

This policy enables the organization to achieve its purpose, as expressed in its strategic initiatives and objectives. This policy is achieved through: -

- **Use of appropriate management systems and technologies in the business.**
- **Provide, operate and maintain a safe working environment that presents no risk to the safety of all personnel, assets and environment.**
- **Respecting and adhering to core values which are: -Responsible sourcing, Customer-centric, People-centric, Bias for action, Strive for excellence, Effective communication, Due diligence, Integrity, Diversity and Inclusion, SHEQ oriented.**
- **The use of the risk-based thinking approach to guarantee continuous improvement throughout the supply chain.**
- **Benchmarking our performance and continuously improving set targets against leading raw materials, chemicals, oils and lubricants suppliers in the region.**
- **Compliance with legal and regulatory requirements applicable to the industry.**
- **Coming up with ways to address climate change in order not to disrupt business operations.**
- **Carry out QMS induction for new joiners and continuously train personnel to deliver quality service in line with this policy.**
- **Provide all forms of resources for the implementation and maintenance of the Quality Management System**
- **Ongoing review of this policy as an exercise within the organization.**

Management ensures that this policy is communicated, understood, and implemented throughout the organization and with all interested parties.

…… 21/05/26 ……..

Managing Director **Date**

…… 21/05/26 ……..

Workers Representative **Date**