



# THE ROYAL ESWATINI SUGAR CORPORATION QUALITY POLICY STATEMENT

The Royal Eswatini Sugar Corporation (RES), grows sugarcane and manufactures various sugarcane based products including very high polarity (VHP), raw and refined sugar, ethanol and electricity in the north-east of the Kingdom of Eswatini. The support services include health and wellness, management and property services.

In our quest to leading Africa's future in sustainable sugar and renewable products, RES is guided by our values of respect, integrity and delivery. The executive management and workers are committed to upholding quality as one of their key corporate values by:

- Continually improving our performance through a Quality Management System (QMS) based on the requirements of ISO 9001 and any other quality management system to which the organisation subscribes;
- Promoting the use of a process approach and risk-based thinking;
- Continually identifying the requirements of our interested parties, external and internal customer's and satisfying them through providing quality products and excellent service delivery;
- Working with our internal and external suppliers to ensure that they support us in meeting our quality objectives;
- Using quality management systems to increase stakeholder value via performance enhancement and reducing costs through waste reduction, preventable failures and re-work;
- Actively training and facilitating the involvement of all RES employees and contractors in the continual improvement process and making them aware of the implications of not conforming with the QMS requirements;
- Ensuring that there is internal alignment across the business in terms of strategic intent and quality objectives;
- Understanding and complying with legal, industry, corporate and other external requirements and;
- Adopting quality management as a way of life.

All managers and workers are expected to comply with this policy and participate in the quality management programme at their respective levels in the organisation.

The policy shall be available to interested parties through the organisation's intranet portal, RES website and available to all persons working for it, to the extent necessary. Also contained in a hard copy format at each IMS unit (version and distribution controlled). It shall be reviewed annually to ensure it meets RES needs.

**SIGNED:**

  
**Nick Jackson - Managing Director**

**DATE:** 10 MAY 2021

IMS 00 POL 02

Issue No: 9