

Quality Policy

At MacDonald Industries, we are committed to providing high-quality products and services that consistently meet or exceed customer expectations and the requirements of relevant interested parties. This includes the Import and Distribution of commercial washroom and sanitaryware solutions, as well as the Design, Manufacture, Assembly, and Supply of associated equipment.

Top Management is committed to demonstrating leadership and providing the necessary resources to establish, implement, maintain, and continually improve our Integrated Management System (IMS) in accordance with policies, standards, customer requirements, statutory and regulatory obligations, and other applicable legal requirements.

Our team has built a strong reputation for quality and reliability. We strive to achieve sustainable growth and maintain a leading position in the market by:

1. Providing high-quality products and services that consistently meet customer requirements and expectations.
2. Continuously improving the effectiveness of our Integrated Management System (IMS) by complying with applicable requirements and establishing, monitoring, and reviewing measurable quality objectives.
3. Promoting a culture of teamwork, innovation, employee engagement, and continuous learning to enhance quality performance and customer satisfaction.
4. Building strong and collaborative relationships with clients, customers, suppliers, subcontractors, consultants, and other relevant interested parties.
5. Ensuring that materials, products, and services supplied by external providers conform to specified requirements and support the delivery of high-quality products and services.
6. Maintaining effective communication, consultation, and awareness of quality requirements throughout the organisation.
7. Ensuring appropriate planning, design, review, verification, validation (where applicable), and handover processes are implemented for products, projects, and services.
8. Identifying and addressing risks and opportunities to improve process performance and customer satisfaction, and the effectiveness of the Integrated Management System.
9. Promoting safe, efficient, and environmentally responsible work practices as part of our commitment to an effective Integrated Management System.

The future success of MacDonald Industries depends on our commitment to continual improvement, the consistent delivery of high-quality products and services, and the ongoing development of our people to ensure their skills, knowledge, and competence continue to grow.

This Quality Policy provides the framework for establishing and reviewing quality objectives and demonstrates our commitment to customer satisfaction, compliance with applicable requirements, and the continual improvement of our Integrated Management System.

Company Management

Date

30.7.2026