



## Quality Policy

At MacDonald Industries, we are committed to providing services that ensure complete customer satisfaction, as well as satisfaction for any other relevant interested parties that interact with our services. This includes the Import and Distribution of commercial washroom and sanitaryware solutions, as well as the Design, Manufacture, Assembly, and Supply of associated equipment.

The top management has a leadership role in communicating, implementing, and ensuring compliance with our policies, standards, and all other applicable legal requirements.

Our team has a genuine reputation for quality and reliability, so we strive to achieve growth and a leading position in the market by:

1. Providing consistent quality services to all our customers.
2. We commit to continuously improving the effectiveness of our Integrated Management System (IMS) by complying with all applicable requirements and consistently defining and monitoring key quality objectives.
3. Creating teamwork and an innovative approach to the environment.
4. Consistently producing high-quality work by meeting specified requirements.
5. Building and maintaining strong client relationships.
6. Ensuring all materials provided consistently meet specified requirements.
7. Ensuring subcontractors provide and produce high-quality work.
8. Undertaking a handover review of new products & projects.
9. Having defined quality project management and implementation processes.
10. Having a strong commitment to safe work practices.
11. MacDonald Industries is committed to building on these strengths through quality systems and the company's philosophy of nurturing and growing a team approach between the client, consultant, and contractor.
12. The processes we are developing and improving have a sound foundation for producing quality work and meeting customers' expectations.
13. The future of MacDonald Industries depends on our continual improvement and producing high-quality work, and the ongoing development of team members to ensure that quality, skills, and knowledge are collectively maintained and constantly improved upon.

Company Management

Date

5. May - 2025