

## FLO-TEK QUALITY POLICY

FLO-TEK is committed to providing high-quality thermoplastic piping systems, rotationally moulded products, and packaging solutions that meet or exceed customer expectations and comply with all statutory and regulatory requirements.

We aim to enhance customer satisfaction, loyalty, market share, and sustainable growth by:

- Continuously improving our ISO 9001:2015-aligned Quality Management System (QMS).
- Applying risk-based thinking to proactively manage risks and opportunities affecting quality and business continuity.
- Setting and reviewing measurable quality objectives aligned with our strategic goals.
- Ensuring the Quality Policy is effectively communicated, understood, and accessible to all relevant stakeholders.
- Integrating climate change and environmental considerations into our quality and business planning.
- Investing in employee training and competence development to support quality objectives and continuous improvement.

Through these commitments, we deliver the right product, at the right time, with the right quality—supporting a resilient and responsible future.

## LEANO LA BOLENG LA FLO-TEK

FLO-TEK e ikemiseditse go fana ka ditsamaiso tsa diphaephe tsa thermoplastic tsa boleng jo bo kwa godimo, dihlahiswa tse di bopilweng ka go retologa, le ditharabololo tsa go paka tse di fitlhelang kgotsa di fetang ditlhokego tsa bareki mme di ikamanya le melao yotlhe ya semolao le ya taolo. Re ikaeletse go tokafatsa kgotsofalo ya bareki, boineelo, kabelo ya mmaraka, le kgolo e kola tswelolang ka go:

- Tsweletsa pele go tokafatsa Tsamaiso ya Boleng (QMS) e Tamāio ikamanyang le ISO 9001:2015.
- Go dirisa tsela ya go akanya ka diphatsa le ditshono go laola diphatsa le ditshono tse di amang boleng le tswelolepele ya kgwebo.
- Go tlhoma le go sekaseka dipheo tsa boleng tse di ka lekanyegang tse di ikamanyang le maikaelelo a rona a leano.
- Go netefatsa gore Leano la Boleng le buiwa sentle, le tlhaloganywa, mme le fitlhelega mo go botlhe ba be amegang.
- Go akaretsa diphetogo tsa maemo a bosa le ditlhokego tsa tikologo mo thulaganyong ya boleng le leano la kgwebo.
- Go tsetela mo thutong le tlhabololong ya bokgoni jwa badiri go tshegetsatsa dipheo tsa boleng le ditokafatso tse di tswelolang.

Ka boineelo jono, re tlisa sehlahisoa se Shahista siameng, ka nako e Nako siameng, ka boleng jo bo siameng—go tshegetsatsa bokamoso jo bo itekanetseng le jo bo nang le maikarabelo.