



Trinkor's ambition is to be the industry leader in supplying cost effective, efficient, reliable and transparent services that consistently meet or exceed the requirements and expectations of our customers. We will leverage our know-how and existing systems to be the most reliable and trusted provider of source & supply services in the Southern Hemisphere by differentiating ourselves from the market place in the area of customer experience.

Our Quality policy is supported by our integrated management system. Our operations will manifest the results of this coordinated integration and will be driven by the highly valued participation and input of our employees and customers.

Commitments

Trinkor is committed to:

- High levels of customer satisfaction by providing a superior service.
- Understanding, responding to, and exceeding the needs and expectations of our customers.
- Satisfying applicable requirements.
- Making commitments that we understand and believe we can meet or exceed.
- Maintaining and continuously improving a quality management system that complies with or exceeds ISO 9001:2015.
- Ensuring all employees are enabled by Trinkor to function at a high standard and are encouraged to participate in quality improvement initiatives.
- Measuring customer satisfaction and providing a framework for setting clear objectives for improvement.

Responsibilities

To achieve our commitments, management will:

- Demonstrate leadership in developing and fostering an effective quality assurance culture
- Take accountability for the effectiveness of the QMS
- Reflect an interest in the quality of our services that is vocal, visible and continuous
- Value the input of employees

Our employees are expected to adhere to this policy, with particular commitment to:

- Maintaining professionalism
- Following applicable procedures
- Improving the quality of our services

As a team, we will ensure that we are a valuable business partner of our customers.

Managing Director

15th November 2019