



QUALITY POLICY

It is Monarch Steel's policy to manufacture and distribute Buildersware products and Household goods that conform to stated specifications and satisfy customers in terms of **consistent quality, timely delivery and agreed quantity.**

To achieve the above, Monarch Steel Division shall:

- ❖ **Maintain** an effective Quality Management System through the active engagement of all employees.
- ❖ **Ensure** that adequate resources are available to implement, maintain and improve the Quality Management System.
- ❖ **Ensure** compliance with applicable regulatory, legislative and statutory requirements.
- ❖ **Engage** applicable interested parties by promoting open communication and engagement that is driven by the QMS.
- ❖ **Set**, implement, monitor and review objectives that ensure continued sustainability and improvement.
- ❖ **Ensure** that external suppliers and service providers meet organization's procurement requirements.
- ❖ **Monitor** and adequately address issues affecting organization's performance and existence.
- ❖ **Manage** risks and opportunities affecting the QMS by routinely identifying, assessing and controlling business risks, occupational safety/health risks and environmental aspects/impacts resulting from Monarch Steel's products, services and activities.
- ❖ **Develop** an attitude of "doing it right the first time" to all activities.
- ❖ **Continuously** strive to improve products, manufacturing and distributing processes so as to enable Monarch Steel Division to meet the ever-changing needs of customers through the creative involvement of all employees and all other interested parties.
- ❖ **Review** regularly the Quality Management System to ensure its continued suitability to meet organisational objectives, goals, customer needs and expectations.

This Quality Policy Statement shall be communicated and shared with all staff, through awareness training and human capital development programs, to enable staff to contribute effectively towards its achievement.

F MAWOVERA
MANAGING DIRECTOR
8 MARCH 2024

S CHIROSHO
WORKERS COMMITTEE CHAIRPERSON
8 MARCH 2024

Scope of the Quality Management System

Monarch Steel situated in Bulawayo, Zimbabwe manufactures and distributes high quality buildersware and house hold goods for clients in the SADC and COMESA region. The QMS scope covers the production and after-sales support of all products, focusing on meeting global quality standards.

In establishing the scope of our quality management system, we take into account the following factors:

- External and Internal issues relevant to our purpose and strategic direction.
- Requirements of interested parties.
- Our products and services.

Our Quality Management System is based on all of the ISO9001:2015 quality standard clauses and considers the following internal/ external issues, interested parties, processes and products:

i. **Internal Issues**

Leadership style, Human Capital, Company Policies, Resources and Equipment, Systems Management, Organizational Culture, Human Resource/Discipline, Skills/Competences, Operating Capital, ICT - Technology

ii. **External Issues**

Technology, Government (Legal and Other), Competition, Economy, Customers Regulators, Certification agents, Suppliers, Debtors, Political Environment, Safety/Health and Environmental Issues.

iii. **Interested Parties**

National Social Security Authority (NSSA), Environment Management Authority (EMA), Zimbabwe Revenue Authority (ZIMRA), National Employment Council (NEC), Registrar of Companies, Bulawayo City Council (BCC), Medicines Control Authority of Zimbabwe (MCAZ), Zimbabwe Electricity Supply Authority (ZESA), Bulawayo City Council (BCC), Standards Association of Zimbabwe (SAZ), Zimbabwe Energy Regulatory Authority (ZERA), Institute of Architects of Zimbabwe (IAZ), Health Professions Authority of Zimbabwe (HPAZ), Customers, Shareholders, Employees.

iv. **Monarch Steel's Activities (Processes)**

Aluminum windows and doors manufacturing, Steel door and doorframe manufacturing, Steel window manufacturing, Wheelbarrow manufacturing, Solar geysers manufacturing, Office furniture manufacturing Kitchen units manufacturing, Electrical and Gas Appliances manufacturing, Hardware Trunks manufacturing,

v. **Products:**

The products that are within the scope of our quality management system which we offer are:

- Steel Windows & Door frames
- Aluminum Windows & Doors
- Gas and Electrical Appliances
- Solar Water heaters
- Wheelbarrows
- Kitchen & school furniture
- Fitted and Free-standing kitchen units
- Stainless steel sinks
- Fly screens
- Galvanized hardware
- Electric Tea urns
- Hardware Trunks

This scope has been made available to all who have an interest in what we do through our company website www.tregerproducts.com