



A Level 2 BEE Contributor
Fuchs Lubricants South Africa (Pty) Ltd
Reg. No. 2014/272890/07

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QUALITY POLICY

Fuchs Lubricants South Africa (Pty) Ltd (FLSA) strives to be recognised as the preferred lubricant partner mainly focusing on the automotive, industrial, food, and mining sectors across Sub-Saharan Africa. We manufacture lubricants (oils, greases, brake fluids, and offer specialty products and services) to the highest automotive and industrial Original Equipment Manufacturers (OEM) quality standards, in accordance with Customer Specific Requirements (CSRs).

FLSA is committed to satisfying and delighting its customers by embedding quality in all business processes. Our quality philosophy is premised on three fundamental pillars – behaviour, systems, and controls. Our Quality Management System (QMS) is mainly founded on five tenets – documentation, internal audits, management reviews, corrective & preventive actions, and continuous improvement.

FLSA's top management has established, implemented and maintained a quality policy that:

- Is appropriate to FLSA's mission and business context and supports FLSA's strategic direction which is underpinned by superior performance in finance, market growth, operational excellence, and people excellence. FLSA's strategic view considers external and internal issues.
- Provides a framework for setting performance objectives in the four key performance areas stated above. This includes performance monitoring of internal processes and supplier processes.
- Includes a commitment to satisfy applicable requirements, including CSRs, legal & other compliance requirements, and quality standard such as ISO 9001:2015, IATF 16949:2016, etc.
- Includes a commitment to continually improve the QMS through various improvement initiatives and awareness programs.

This policy is communicated to and understood by all employees. It is readily available as documented information and is available to all relevant interested parties. This policy will be reviewed annually to ensure that it remains relevant and appropriate to the context of our organisation.

A handwritten signature in black ink, appearing to read 'Paul Deppe', written over a horizontal line.

Signed: Paul Deppe
Managing Director

Date: 26-05-2020