

<b>Policy title:</b>	QMS policy statement	<b>Revision date:</b>	23.04.2024
<b>Responsible Dept:</b>	QMS	<b>Version No.:</b>	25
<b>Version compiled by:</b>	Saartjie Eksteen	<b>Version approved by:</b>	Management Review
<b>Applicable to:</b>	All Employees	<b>Pages:</b>	2
<b>Purpose:</b>	Company policy with regards to QMS		
<b>Last date audited:</b>	25.10.2021	<b>Policy No.:</b>	QMS_001A
<b>Last audited by:</b>	Saartjie Eksteen (Review at Management review 22.04.2024)	<b>Level:</b>	BusCrit 1

## Quality Policy Statement

### A. INTRODUCTION & GUIDELINES

Dole South Africa's MANAGEMENT is accountable for the effectiveness of the Quality Management System (QMS) by ensuring that the appropriate resources are made available for implementation. We are committed to following a PROCESS APPROACH for the SYSTEMATIC planning, executing and checking of QMS by adhering to the following guidelines:

1. CONTINUAL IMPROVEMENT of the QMS by:
  - a. Complying to ISO 9001:2015;
  - b. Annual review of this policy and all mandatory QMS documents to ensure the suitability for on-going operations as part of the Management Review Process.
  - c. Monitoring Dole SA's Quality & Operational Objectives:
    - i. Aiming to achieve and adhering to the QMS Policy, Quality Objectives were specified (detailed Objectives with target performances, see QMS\_001B).
    - ii. Ensuring increased ability to identify and manage risks, embrace new opportunities, organizational flexibility and improved performance by setting Operational Objectives as specified in the Strategic Action List. These objectives are the outcome of the annual Planning Assessments per department. The Strategic Action List is aligned to Dole SA's Vision and Values and the context thereof. The strategic plan outlines the business focus, priority areas and short term and medium goals.
2. Suppliers: To provide consistent quality service and care to all external suppliers of processes, products and services, by creating an awareness and understanding of their current and future REQUIREMENTS and effective reaction to these needs; meeting or exceeding their expectations and enhancing CUSTOMER SATISFACTION.
3. Receivers: To provide consistent quality service and care to all receivers of fruit, by creating an awareness and understanding of their current and future REQUIREMENTS and effective reaction to these needs; meeting or exceeding their expectations and enhancing CUSTOMER SATISFACTION.
4. Dole SA has established an EVIDENCE-BASED DECISION MAKING process which entails gathering input from multiple sources, identifying facts, objectively analyzing data, examining the cause, and considering potential consequences to consistently provide quality products and services which comply with, and exceeds any applicable international regulatory or statutory standards and to ensure that we conform to ISO 9001:20015 standard.

5. Establish and maintain long-term interdependent RELATIONSHIPS with external suppliers, receivers and relevant parties to nurture positive and productive involvement, support and feedback from these entities. The result is optimization of costs and resources, and the flexibility of joint responses to changing needs and expectations.
6. Maintaining a sustainable EBITDA through effective cost management and revenue optimization.
7. ENGAGEMENT OF PEOPLE: Develop and retain a stable team of competent, skilled employees who are well informed, responsible and accountable for their actions. The open working environment fosters innovation and empowerment to achieve Dole SA's unified objectives.
8. Establish and control our processes and document procedures with clear accountabilities.

## **B. AVAILABILITY AND REVISION:**

This Policy and the amendments thereto are communicated via Dolfin and the Dole SA external website <https://www.dolesa.co.za>.

This policy will continually be updated to ensure adherence to the ISO 9001:2015 requirements.

From March 2018 all Dole SA's employees will sign an acknowledgement during the Performance Appraisal to ensure that the importance of the Dole SA's QMS, its policy and contribution is clearly understood and communicated.

Dole SA provides instruction and training to see that all employees are competent to meet the requirements of the QMS, as its forms a key component of all new staff inductions.

Changes v24 to v25 – due to Management review 22.04.2024

- Header details updated
- Update URL in Section B