



QUALITY POLICY:

GladAfrica Investment Holdings (Pty) Ltd (trading as GladAfrica Group), being the GladAfrica Group of Companies (GladAfrica Consulting Engineering, GladAfrica Project Management & GA Environment), is a multi-disciplinary built environment consultancy. We seek to consistently achieve and maintain the highest standards of quality and professionalism in our service delivery. Our multidisciplinary suite of services ranges across consulting engineering, project management, environmental consulting and health & safety.

It is therefore the GladAfrica Group's policy to provide services in ways that conform or exceed our clients' expectations. The quality policy aims to ensure that the needs and requirements of its clients are consistently satisfied.

Our commitment to satisfying the needs and expectations of our clients is intended to be achieved through the application and continuous improvement of our Quality Management System to ISO 9001:2015, as well as any other applicable requirements.

This policy provides a framework for establishing and reviewing our strategies and quality objectives, and it is communicated, understood and applied throughout the Group. It is also made available to relevant interested parties.

The quality policy and objectives are reviewed at a management review, which is held, at a minimum, on an annual basis.

A handwritten signature in black ink, appearing to be 'A. Bell', is written above a horizontal line.

Group Chief Executive Officer

1 July 2022

Date