



We recognise that providing products and services that satisfy the quality, reliability and technical needs of our customers are essential to our long-term success. We work towards this by continuously improving the quality of our products, business processes and management systems.

Our commitments:

- To uphold regulatory compliance including ongoing review of statutory obligations, standards and codes of practice that apply to our businesses;
- To ensure that each process owner has documented the policies and procedures required to achieve the desired quality outcomes;
- To provide information, instruction and training for employees on quality issues to foster core values in quality excellence and practices;
- To engage and evaluate suppliers based on their ability to supply products and services that meet our business requirements;
- To ensure that equipment used is fit for purpose, properly maintained and calibrated and where possible, measurements are traceable to recognised standards;
- To ensure that complaints/problems are investigated promptly, the root cause established and corrective action taken to prevent a recurrence; and
- To monitor the performance of subcontractors and suppliers to ensure quality standards are maintained across the supply chain.

A handwritten signature in black ink, appearing to be 'R. Hamir', written over a horizontal line.

**Dato' Roslan bin Hamir**  
Group Managing Director  
Kumpulan Fima Berhad  
1 October 2018