

# Our Commitment to Quality



A key focus of the TerraStruc Group is to deliver a quality service and a quality product, every time.

We focus our experience, skills and resources in a practical, efficient and cost effective manner to deliver projects. We always strive to exceed the expectations of our Clients.

Top-level management of TerraStruc is fully engaged throughout the project to ensure that effective quality control measures are in place and best practice is employed to an international standard.

## Quality Control and Objectives

1. To deliver projects to the specified standards and to the client's satisfaction
2. To create and maintain a culture of aspiring to international quality standards throughout the group and in all activities
3. To ensure that all our employees are trained in quality assurance and that this training is ongoing at all levels
4. To meet all legal and statutory requirements
5. To provide the resources necessary to achieve the required level of quality
6. To ensure that quality control mechanisms are being sufficiently and effectively applied at all times
7. To provide documentary evidence of all quality control measures
8. To ensure that all consultants, suppliers, sub-contractors and others who are involved in our projects meet the required quality standards
9. To continually review, improve and implement quality control and best practice procedures
10. To seek feedback from our clients and consultants as to the level of quality delivered
11. Alignment of our internal Quality Management Systems with ISO 9001:2008

A handwritten signature in blue ink that reads "J. Schoeman".

Johann Schoeman  
General Manager

March 2013

