

RE-SOLVE GROUP OF COMPANIES

QUALITY POLICY STATEMENT

Re-Solve Holdings together with its subsidiaries is a group of companies that deliver a range of engineering services focusing on the built environment mostly in South Africa and its neighbouring countries, and to a lesser extent in other African regions.

As the name **Re-Solve** implies, the group seeks - through engineering and re-engineering - to provide solutions to the provision of wet services for both public and private sector clients. Tailor-made solutions talk to the specific identified needs of the client and can be multi-faceted in design, aimed at addressing a combination of technical, financial, economic, social, institutional, organizational and environmental challenges.

As an engineering firm, the company is technically oriented and strives towards service excellence in the application of international best practice and the application of advanced technology and innovation. Water management solutions can be broadly summarized into the following categories:

- Water supply and demand management interventions,
- Water loss management and reduction of water wastage,
- Pressure management,
- Project management,
- Plumbing retrofits and maintenance, and
- Water quality management.

Projects implemented by Re-Solve have by and large resulted in dramatic water savings and a reduction in water losses, creating efficiencies to the benefit of all stakeholders.

The physical footprint of Re-Solve includes most of the larger metropolitan centres in South Africa, as listed below, with smaller project-specific depots established in applicable locations, as follows:

- Johannesburg (Roodepoort, Kempton Park, Boksburg)
- Western Cape (Cape Town, George)
- Eastern Cape (East London, Port Elizabeth)
- Free State (Bloemfontein, Kroonstad)
- North-West (Potchefstroom, Mafikeng, Brits)
- KZN (Ilembe)

The Re-Solve Group of companies implements a **Quality Management System** aligned to Business Strategy, overall company objectives and the requirements of ISO 9001. The aim of our Quality Policy and Quality Management System is to embrace and inculcate fundamental principles that foster continual improvement and

strengthening of the organization. We are committed to identifying the requirements, needs and expectations of our clients, stakeholders and interested parties, thus ensuring ongoing satisfaction and endorsement.

To ensure the aims of our Quality Management System are achieved, we have established the following focus areas which form the framework for our Quality Objectives:

- Identification and pursuit of potential new markets with associated clients to ensure on-going growth
- Increased efficiencies and effectiveness in the day-to-day delivery of all our business management processes
- Pursuit of technological advancements to improve service delivery and product conformity
- Actively engage, mentor, and train our staff to meet and exceed our client's needs and expectations
- Increased satisfaction ratings of all our internal and external clients and interested parties

Our Quality Policy and Quality Management System comply with all the requirements of the ISO 9001:2015 standard and every employee clearly understands the requirements of the standard and the importance thereof to all stakeholders. We do not have any exclusions from the ISO 9001 Standard and implement the requirements of the standard in its entirety.

We are committed to identifying and complying with all applicable statutory and regulatory requirements. These requirements include – but are not restricted to – the following:

- South African Legislation (e.g. DOL, DTI, CIPC, SARS etc.)
- Regulatory and Voluntary Bodies (e.g. ECSA, CESA, FIDIC, GBSA, etc.)
- Governmental Authorities specific to project delivery (e.g. DPWI, SANRAL, Municipalities etc.)
- Organisation of International Standardisation ISO (e.g. ISO9001:2015)
- Contractual and Legal Requirements (e.g. PROCSA, NEC, GCC, FIDIC etc.)

Management of Re-Solve Consulting (Pty) Ltd is committed to our Quality Management System and are ultimately responsible for the effectiveness and implementation of the system. Management ensures that the system is reviewed on a regular basis to identify and procure additional resources, effect changes, and make improvements to the Quality System. This guarantees that the Quality System is relevant, sustainable, adequate as well as effective in achieving its intended purpose.

This Quality Policy is reviewed annually and was last reviewed on 31 March 2025.

It is the employee's responsibility to contact Management should he/she have any queries relating to the Quality Management System.



Mike Rabe
Chief Executive Officer

31 March 2025

Date