

QUALITY POLICY

“THE OBJECTIVE & VISION OF AFRIQUE INTERLINK (PTY) LTD, IS TO BE THE PREFERRED “GO TO” DISTRIBUTOR OF WINE AND SELECTED BEVERAGES TO LOCAL AND INTERNATIONAL MARKETS.”

In order to achieve this objective, the Company will maintain an effective and efficient Quality Management System, based upon the requirements of ISO 9001:2015. In particular, the Company will:

- Carefully select and work closely with suppliers who enable Afrique Interlink to deliver a competitive “CUSTOMER CENTRIC”, “ON-TIME” and “IN-FULL” service to its customers.
- Deliver service excellence to its customers in both local and international markets by executing their orders seamlessly, by meeting their expectations consistently.
- Transact with their suppliers in a professional and courteous manner, ensuring efficiency and transparency is maintained in our interactions.
- Maintain either its own competent resources or utilize approved 3rd party resources.
- Ensure the prompt and accurate procurement and dispatch of all orders, per ALL interested parties’ requirements & expectations.
- Foster strong relationships with all interested parties.
- Ensure that its service offering maintains the flexibility to respond effectively to changes in customer requirements.
- Continuously monitor and manage the effectiveness of its business processes and objectives through Management Reviews and the Internal Audit Process.
- Continuously monitor and manage relevant interested parties’ satisfaction and set objectives for continual improvement.
- Proactively monitor the customers’ perception of how effectively Afrique Interlink meets their needs and expectations.
- Record and analyze the causes of any complaint, process non-compliance and take appropriate action to prevent recurrence.
- Recruit employees based on the best candidate for the job specification and support employees with appropriate training to ensure their competence always meets the Company’s requirements.
- Provide a work environment that promotes the wellbeing of its employees and encourages positive teamwork.
Encourage all employees to identify problems and make suggestions to improve all aspects of the Company’s products and services and business processes.
- Ensure that the Quality Policy is communicated to all employees and they are committed to the effective implementation of the Quality Management System.
- The continual improvement of the Company’s Quality Management System is fundamental to the success of its business and must be supported by all employees as an integral part of their daily work.
- Ensure that the Afrique Interlink complies with all necessary statutory and regulatory legal requirements.

Signed on behalf of Afrique Interlink (Pty) Ltd:



Designation: Chief Executive Officer