

## Integrated Management System Policy

### Customer Satisfaction is our priority

RPS Switchgear commits to provide quality products and minimize our impact on the environment by:

- **ensuring** a system orientated approach to delivering products and services of the right quality at the right time
- **continually** improving our programmes, practices and systems to ensure customer satisfaction, prevent pollution and reduce waste
- **focusing** on our customers' needs by providing products and services that exceed expectations
- **establishing** policies to conduct business activities effectively, while meeting applicable statutory & regulatory requirements
- **identifying** and managing risks associated with our product and processes
- **training and developing** our employees



Ronald Bekker  
General Manager  
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