



SA's ICT Supplier of Choice

# Company: Quality, Environmental, Health and Safety Policy

Company SHEQ policy

## Policy Update

Mustek Human Resources

Our business strategy is built on anticipating and providing for trends that tech-savvy customers will pursue. Mustek is about taking an approachable and flexible 'can do' attitude to assist our customers in identifying specifications, sourcing products and formulating solutions. We offer a wide-ranging choice of hardware, combined with superior technical expertise, service and support, to address every level of the ICT stack.

Mustek adheres to stringent international technical and quality standards and benchmarks and thus the requirements of ISO 9001, ISO 14001, ISO 50001 and ISO 45001 are implemented and maintained. This provides a means of continual improvement and enhanced performance in both the delivery of products and services to our customers and in environmental, energy, health and safety management. Certification for ISO 9001 and ISO 14001 is maintained for Mustek's Head Office in Gauteng.

### Key focus areas – Our Business - To be South Africa's ICT Supplier of Choice

1. Be South Africa's ICT supplier of choice through being approachable and having a flexible 'can do' attitude.
2. Recognise ICT trends early and react quickly in response by identifying new or changing markets.
3. Maneuver and expand into adjacent distribution segments by identifying and entering business relationships with well-positioned companies in those spaces. Make timely, smart acquisitions, shareholdings and partnerships.
4. Sustain a wide combination of resellers and solution providers who supply our portfolio of products, services and solutions to all parts of the consumer, business and public sector market – provide a mix of direct and indirect business channels.
5. Fulfil customer orders promptly, by maintaining appropriate stock levels, focusing on operational efficiencies and providing industry leading door-to-door delivery and logistics.
6. Maintain strong financial controls to manage working capital and realise cash.
7. Change commission structures to promote revenue and profit growth.
8. Grow our newly established training and enterprise development centre.
9. Maintain the ISO 27001 Information Security Management System requirements in support of POPIA compliance

### Key focus areas – Our People

1. Develop and incentivise an appropriately skilled workforce with abilities to provide outstanding service, technical expertise and support.
2. Leverage digitization and electronic applications to improve and smooth human resources processes for Mustek's people
3. Attract, develop and retain the necessary skills and talent from within the ranks of employees.
4. Achieve transformation through skills development and succession planning and improve Mustek's B-BBEE recognition level.
5. Prevent injury or ill health of persons on Mustek premises and manage our occupational health and safety performance in accordance with the OHS legislation.
6. Comply with all required legislation regarding the management of exposure to SARS-COV-2 in the workplace.

### Key focus areas – Our Environment

1. Manage our Environmental and Energy performance in compliance with applicable legislation and compliance obligations.
2. Protect the environment and prevent pollution with emphasis on waste and energy management
3. Procure and utilise energy efficient products and services

Mustek's Board of Directors and Management are committed to ensuring that information and resources are readily available, and will review Mustek Limited's corporate goals, vision and policies annually.

Neels Coetzee  
Managing Director