

Company: Quality, Environmental, Health and Safety Policy



Mustek's diverse product portfolio, value-added services, and industry-leading logistics capabilities enables it to provide its resellers and partners with comprehensive IT and sustainable energy solutions, tailored to their needs. Mustek prioritizes understanding the unique needs of the local market, ensuring that its products and services resonate with the South African community.

Mustek continuously look for ways to streamline processes and eliminate waste and adheres to stringent international technical and quality standards and benchmarks. The requirements of ISO 9001, ISO 14001, and ISO 45001 are thus 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 – South Africa's most loved and trusted value-add technology distributor

1. Recognise IT trends early, react quickly in response and expand Mustek's market.
2. 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.
3. Maintain a "can-do" attitude and aim to be the most loved and trusted technology distributor by consistently delivering exceptional customer experiences, reliable services, and value-added support to its resellers and partners.
4. Improve customer centricity by strengthening the framework that provides actionable insights to that which influences customer satisfaction, and build strong, long-lasting relationships with customers based on trust and reliability.
5. Provide a customer self-service mechanism.
6. Maintain strong financial controls to manage working capital and realise cash.
7. Implement innovative commission structures to promote revenue and profit growth.
8. Increase efficiencies by optimizing technology and completing the data project, and managing order turnaround times.
9. Maintain high standards of governance, compliance, and transparency.
10. Maintain the ISO 27001 Information Security Management System requirements in support of POPIA compliance.

Key focus areas – Our People

1. Embed Mustek's core values with our people emphasizing knowledge, attitude, flexibility, efficiency integrity, responsibility and accountability.
2. Develop and incentivise an appropriately skilled workforce with abilities to provide outstanding service, technical expertise and support.
3. Leverage digitization and electronic applications to improve and smooth human resources processes for Mustek's people
4. Attract, develop and retain the necessary skills and talent from within the ranks of employees.
5. Achieve transformation through skills development and succession planning and improve Mustek's B-BBEE recognition level.
6. Recognise innovation from employees.
7. Prevent injury or ill health of persons on Mustek premises and manage our occupational health and safety performance in accordance with the OHS legislation.

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's corporate goals, vision and policies annually.

Neels Coetzee
Managing Director