

Quality Policy

MARDEC Berhad shall have Total Customer Satisfaction on our quality, quantity, delivery and service at all times, with zero bona fide claims, rejections or complaints.

As a leader in rubber, we are committed to meeting the Quality Management System MS ISO 9001:2008 Standard and our customers' expectations, and will continuously improve our product quality and manufacturing processes to better serve all our customers.

Our quality objectives and sub-objectives are as below:

Total Customer Satisfaction (TCS): Fulfilling customers' requirements and expectations with our products, services and solutions.

Customers: *Those who receive our products, services or solutions, both internally and externally.*

The above policy is achieved through:

- Implementation of Kumpulan Kualiti MARDEC (KKM);
- Implementation of MARDEC Quality Management (MQM).
This is our company's version of Total Quality Management (TQM);
- Continuous education and training of all company employees.

To further strengthen our commitment to quality, we have also adopted the following philosophies as our guiding principles:

"Quality is in-built in the process and not by inspection";

"Next processors are our customers";

"Market-in Concept" – customer's requirements are the prime concern, and all products, services and solutions are developed to address their needs.

This policy will be reviewed annually and communicated to all levels of MARDEC Berhad. MARDEC Berhad holds all employees responsible for the collective delivery of Total Customer Satisfaction.

Muhammad Hudhaifa Ahmad

Deputy Chief Executive Officer