
Quality & Product Conformance Policy

Mercantile Group | Techmert Corporate Policy

Policy Owner	Effective Date	Next Review
Management	16-Jun-25	16-Jun-27

1. Purpose

This policy establishes controls designed to ensure supplied products conform to agreed requirements and that custom-manufactured products are managed through documented specifications, supplier controls, verification and corrective action.

2. Scope

This policy applies to Mercantile Group Pty Ltd as trustee for Mercantile Group Trust, trading as Techmert (together, “Mercantile Group and Techmert”), including management, contractors, agents, suppliers and other business partners where relevant. Mercantile Group and Techmert currently operate without employees. Any reference in this policy to employees or workers applies only to supplier or contractor personnel, or to personnel engaged by Mercantile Group and Techmert in the future.

3. Requirements Review and Quotation

- Customer drawings, dimensions, materials, performance needs, quantity, delivery and acceptance requirements will be reviewed before manufacture or purchase where relevant.
- Ambiguities that could affect conformity will be clarified before production or supply.
- The applicable specification or drawing revision will be maintained with the supplier order where relevant.

4. Supplier and Production Controls

- Suppliers with demonstrated capability relevant to the product or manufacturing process will be selected where reasonably practicable.
- Where appropriate, Mercantile Group and Techmert may obtain material declarations, drawings, samples, pre-production approvals, inspection records, test reports or photographs before shipment.
- Suppliers are expected to notify Mercantile Group and Techmert of material, design or process changes that could affect approved requirements.

5. Product Verification and Traceability

- Verification activities will be proportionate to product risk and may include dimensional inspection, visual checks, sample approval, functional or load testing, batch identification, material verification and review of manufacturer records.
- Relevant records will be retained where required to support warranty, traceability and customer issue resolution.

6. Non-Conforming Product

- Known non-conforming product will be identified and segregated where practicable.
- Non-conforming product will not knowingly be supplied without an authorised concession, deviation or acceptance where required.
- Material failures or repeated defects will be investigated and corrective action required from the responsible supplier.

7. Customer Feedback and Continuous Improvement

- Customer feedback, delivery performance, defects, returns and supplier performance will be reviewed to identify practical improvements.
- For repeat products, approved lessons learned will be incorporated into future specifications, sourcing and orders where appropriate.

8. External Certification

This policy reflects the internal quality controls of Mercantile Group and Techmert. It does not claim certification to ISO 9001 or any other external standard unless such certification is separately and expressly stated.

Approval and Review

This policy is approved for use by Management on behalf of Mercantile Group and Techmert. It will be reviewed by the next review date shown above, and earlier where there is a material change in law, business activities, customer requirements, risk profile or supply-chain arrangements.

Where a customer, contract, purchase order, specification or site requirement imposes a higher standard, the applicable higher requirement will be reviewed and adopted where accepted as part of the engagement.