

## QUALITY POLICY

**Pivotech Company Limited** shall take all responsible steps in ensuring quality services to all customers in maintenance and servicing of mechanical and electrical engineering works including build of telecom towers and any other related civil and building works within Tanzania. Our implemented quality policy is to provide the highest standard embedding our company's core values being honesty, integrity and professionalism in achieving sustainable growth through offering services with consistency satisfaction of the needs and expectation of our customers.

The Senior Management of **Pivotech Company Limited** is committed in maintaining quality systems of work through adoption of a system and procedures that reflects the competence of the company to the existing and potentials customers.

The achievement of this policy involves all Pivotech staffs who are individually responsible for quality of their work, resulting in continuous improvement of working environment for all.

### **Pivotech Quality Policy is to;**

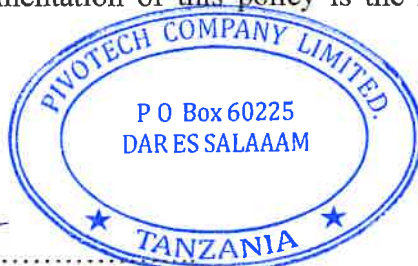
- Ensure that staffs are trained in quality management system and have the knowledge and experience to carry out their duties in a competence manner
- Ensure that all external service providers working on behalf of Pivotech or provide services to Pivotech delivers quality services which satisfy the need and expectation of our customers and their performance are measured consistently
- Communicate and ensure the policy is well understood within the whole company
- Ensure the policy is regularly reviewed to improve its effectiveness
- Ensure compliance with all relevant statutory and regulatory requirement and continually improve the effectiveness of quality management system
- Ensure management establishes and review quality objectives at relevant functions
- Achieve and maintain ISO9001:2015 certification

The management and implementation of this policy is the responsibility of the Managing Director of Pivotech Co Ltd

Signed



JOSHUA IBRAHIM  
MANAGING DIRECTOR



Date :06<sup>th</sup> June 2022