



IMS POLICY

Japotech is committed to providing customers with services and products of the highest possible level of quality while ensuring that its staff, contractors and associated stakeholders adhere to occupational health and safety guidelines or instructions at all times to minimize work-related injuries and ill-health during execution of various projects.

We dedicate ourselves to provide our customers with highest quality and cost-effective telecom site installation, telecom drive test optimisation, internet link installation, internet customer acquisition, apprenticeship training and telecom consultancy services, by using local talent, world class processes and leveraging strategic partnerships.

Japotech will always strive to provide the most efficient and cost-effective solutions in all projects while maintaining a safe working environment with minimal residual OHS risks. Japotech management is committed to achieve the highest standard of OHS and quality performance through the following strategies.

1. Compliance with relevant statutory obligations, standards, specifications and codes of practice relevant to quality management, Occupational Health and Safety legislation and with other requirements to which Japotech subscribes including management system standards of ISO 9001:2015 and ISO 45001:2018.
2. The provision of a safe and healthy working environment for the prevention of injury and ill health for all workers by providing appropriate working conditions, work equipment, training, mentoring, supervision and systems of work.
3. Identifying and reviewing the quality needs of our customers, then putting up mitigation measures to improve the customer satisfaction scores.
4. Use this IMS policy as a framework for setting and reviewing quality and OHS objectives, while ensuring supply chain stability.
5. Monitoring and evaluating the quality performance of consultants, subcontractors and suppliers, and thereby implementing effective communication with them on quality and compliance issues.
6. Assessing the risks associated with our work activities and implementing control measures to ensure, so far as is reasonably practicable:
 - i. The expectations of our customers and other interested parties are met.
 - ii. Working environments, work equipment and systems of work are safe and without risk to health and safety.

- iii. Adequate information, instruction, training and supervision are provided to ensure that target service levels and contractual needs are met whilst ensuring the safety of employees, customers and others.
- 7. Encouragement of a “just culture” of behavioural accountability in relation to personnel non-conformance to policy, site requirements, regulations and procedures to ensure an incident and injury free workplace is achieved.
- 8. Identifying, reporting, investigating and resolving non-conformances and taking action to improve outcomes; the establishment of measurable objectives and targets aimed at the elimination of work-related injury and illness, and improvement of client satisfaction.
- 9. Provision of effective communication, consultation and participation on OH&S issues between all stakeholders involved in the undertaking of work. Appropriately providing adequate financial and physical resources to facilitate the successful delivery of this IMS Policy.
- 10. Undertaking periodical review of all IMS documentation to ensure it remains relevant and appropriate to Japotech and ensuring that all relevant IMS documentation is available to all other interested parties.

This written policy will be communicated to all staff, contractors and suppliers, and be available to interested parties. The long-term success of Japotech depends upon ability to continually improve the quality and value of our products and services while protecting OHS of all stakeholders.

Signed



Managing Director

29 May 2025