



Quality Policy.

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INTRODUCTION

At EJ'S SOLUTIONS, operational excellence and customer care are at the core of our business. We strive not only to meet but to exceed customer expectations, aiming to set new standards in service excellence. Quality is a multi-faceted concept that requires the collective responsibility of leadership, management, and all employees. We are dedicated to forming, maintaining, and continually improving a quality culture.



Our Quality Management System (QMS) forms the foundation of our commitment to quality and supports our rich heritage and strong reputation.

Scope

We are committed to delivering high-quality products and services that meet or exceed customer expectations. To achieve this goal, we adhere to a Quality Policy that complies with ISO 9001 standards.

This policy applies to all EJ'S SOLUTIONS operations, including supply chain and logistics solutions. Suppliers and sub-contractors are expected to implement procedures in line with this policy. We use quality policies, procedures, and processes to meet or exceed international standards for customer care.

Our QMS outlines the necessary resources and planning required to meet our quality objectives. This includes descriptions of processes and procedures to maintain and continuously improve our quality standards. Transparent communication with employees, suppliers, and sub-contractors is essential for entrenching our quality culture.



Commitment

Our quality culture is a vital part of our business. It must be developed across the entire organization, not just within one department or region.

We are committed to involving all employees in the development and implementation of our QMS. Leadership is accountable for aligning with QMS goals and ensuring follow-through on commitments to improve performance.

Broad business strategies have been established to monitor and improve performance, supported by process-based management throughout EJ'S SOLUTIONS. All personnel are encouraged to achieve quality within their spheres by setting measurable quality objectives and targets.

We will continue to promote customer satisfaction by identifying risks and opportunities, implementing a risk-based approach, and setting measurable quality objectives and targets.

Requirements

QMS review committees, consisting of senior management, operational management, and employees, will conduct quarterly reviews to ensure the continued entrenchment of our quality culture. These reviews will assess all QMS components to ensure they remain relevant and aligned with business trends and market shifts.

The review process will consider:

- ▶ The mission, vision, and purpose of EJ'S SOLUTIONS
- ▶ This Quality Policy
- ▶ Core EJ'S SOLUTIONS values as per our Code of Ethics
- ▶ EJ'S SOLUTIONS sustainability pillars
- ▶ Annual quality objectives
- ▶ The mission, vision, and purpose of EJ'S SOLUTIONS

The QMS review will also evaluate current performance and opportunities for improvement related to:

- ▶ Follow-up actions from previous reviews
- ▶ Customer feedback
- ▶ Commercial contracts and SLA agreements
- ▶ The internal audit program
- ▶ Health and Safety Policy
- ▶ Business Code of Conduct
- ▶ Process performance



Employee Development and Resources

Employees are our most valuable assets. We are committed to helping them reach their full potential through continuous education and training. Employee training, awareness, and competency needs are determined through various methods, such as non-conformance and quality compliance audits.

Appropriate resources, including trained employees, will be identified and provided throughout the documented quality system. These resources ensure the implementation and improvement of the QMS, conduct audits/due diligence, and address customer satisfaction.



Communication

We ensure effective communication regarding QMS processes and their effectiveness across all levels of EJ'S SOLUTIONS through documented training and regular formal and informal methods. Employees are trained to understand the QMS process, its application to their roles, and how to communicate any changes or updates effectively.



Performance and Monitoring

Compliance with ISO 9001:2015 certification is monitored through the implementation and maintenance of our policy standards. All processes are planned, designed, and implemented to:

1. Be performed in a safe and secure manner.
2. Meet user requirements.
3. Be documented and shared with appropriate stakeholders in a timely manner.
4. Be subject to periodic review and reassessment to ensure they remain fit for purpose.



Operational Management

Operational management is responsible for executing the strategic plan, budgeting, and implementing the QMS and policies. This includes ensuring adherence to the quality policy and living our core values throughout EJ'S SOLUTIONS.



Roles and Responsibilities

Senior management is responsible for strategic planning, quality improvement process planning, development of the quality policy, vision, and values, and provision of necessary resources to accomplish goals and objectives. They will review the current quality system periodically to assess its effectiveness and recommend improvements.



Employee Responsibility

Employees are accountable for their role in maintaining product and service quality. They are responsible for identifying and recording any problems related to the product, process, or quality system and initiating or recommending solutions through our Corrective/Preventive Action Program.



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