

## QUALITY POLICY

JOT recognizes the value of customer satisfaction and is fully committed to supplying the products and services to meet the needs of our customers and to satisfy the applicable codes of practice, industry standards, regulations, and other applicable requirements. Our success will be measured by exceeding our customer expectations in quality, on-time delivery, and competitiveness. The needs and satisfaction of our customers are considered critical success factors for the company and are continually monitored and assessed.

We will continue to develop our operational capabilities to ensure they address the needs of the markets we are serving. This will be defined as per our Quality Objectives.

### Our Quality Objectives:

- To improve the service and processes in line with the latest technologies and customer needs, eliminating unreliability and failure.
- To meet and adhere to both national and international standards by satisfying the requirements of ISO9001:2015, customers, and other industry standards.
- To measure the performance and use the results as a basis for further improvement of staff and processes by conducting regular audits and reviews of the relevance and adequacy of the QMS as part of the continuous improvement process.
- To ensure that staff members are familiar with, implement and adhere to the QMS.

To maintain these aims and other quality objectives requires continual improvement in the functions carried out within the company and a sustained commitment by all personnel, together with the development of strong supplier and subcontractor relationships to ensure external support functions contribute to our business objectives.

Quality Assurance is fundamental to all work undertaken by the company and is practiced by all personnel as part of their daily activities. Quality is enhanced by working in a systematic manner, in accordance with a formalized procedures and work instructions. JOT has a Quality Management System that is based on the requirements of ISO9001 standard and adherence to the system is required of all company personnel. All employees are empowered to identify risks to quality and opportunities for improvement.

This policy is promoted and displayed in our workplaces. New employees are inducted in quality awareness and the company Quality Policy. The system and this policy are subject to regular review.

We firmly believe that this commitment adds value to our customers, employees, and shareholders.



Managing Director

Date: 26 FEB 2024

**UNCONTROLLED WHEN PRINTED**