

Quality Management Policy

Ecozar Technologies Ltd is a leading renewable energy company in Nigeria, with specialty in design, installation and maintenance of micro / mini grid solar projects. Ecozar as an organization is committed to achieving the highest quality in all aspects of its products and services, by continually improving its processes to ensure the quality of the products and services we provide to our Customers.

We are committed to upholding this Quality Management Policy and supporting its implementation at all levels of the organization. We are dedicated to maintaining the highest quality standards in our product and services design, installation and maintenance. This policy is the foundation upon which we build our reputation for excellence, reliability, and professionalism.

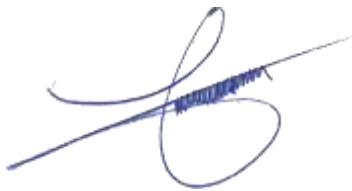
1. **Customer Focus:** We are committed to understanding and meeting our clients' needs and expectations. We will communicate openly and transparently with clients to understand their specific requirements and regularly seek client feedback to identify areas for improvement and address any concerns promptly.
2. **Process Excellence:** We are committed in continuously enhancing our processes for optimal efficiency and effectiveness.
3. **Employee Empowerment and Training:** We are committed to providing comprehensive training and development programs to enhance Staff technical skills and industry knowledge and maintain a safe working environment through proper training and adherence to safety protocols.
4. **Compliance and Sustainability:** We are committed to upholding legal, regulatory, and statutory requirements as well as promoting environmental sustainability. We will adhere to all relevant industry regulations, standards, and legal requirements; minimize our



environmental impact through responsible waste management and implement proactive measures to prevent and mitigate health, safety, and environmental risks.

5. **Continuous Improvement:** We will regularly review and assess our processes, seeking opportunities for improvement, analyze performance metrics and client feedback to identify areas for enhancement and implement corrective and preventive actions to address non-conformities and prevent recurrence.
6. **Communication and Transparency:** We will foster clear and transparent communication channels among employees, clients, and stakeholders; keep clients informed about project progress, challenges, and any potential impacts on timelines or budgets.

This policy will be reviewed annually as part of the organization's overall environment management plan review.



Franklin John
Managing Director /CEO

09/01/2024

