



Policies & Procedures

Environmental Policy for Cabling Operations

Quality Policy

Scope

The construction of utility projects for electricity and telecommunications involves several key stages. Initially, site preparation is essential, which includes clearing the area and grading. Installation of network equipment, fibre optics, and communication systems to ensure reliable connectivity. Each of these components plays a vital role in delivering efficient utility services to communities.

Policy Statement

CANNONCOMM are committed to the pursuit of product and service excellence to support its aspirations for continued growth and will ensure that through the way we work and behave, all our employees and where feasible stakeholders are engaged in actively managing our work processes and strive to maintain and improve our quality of service and workmanship aiming to exceed our customer expectations.

It is our intention to demonstrate ongoing customer satisfaction and commitment to improving performance throughout our organisation; through training, promoting best practices and continually improving internal processes, aimed at exceeding customer expectations and fulfilling moral responsibilities and legal obligations.

The control and monitoring of service and quality, processes and procedures is vital as part of the company's culture to continuously improve. These obligations are reflected in the following commitments:

- Adequate resources shall be provided to ensure that all our people, subcontractors and stakeholders are aware of this policy and commitment to its effective implementation.
- Senior management will ensure that roles and responsibilities for quality management will be defined, as necessary within role profiles.
- To reinforce / communicate to all employees their responsibilities and co-operation with management in its effort to fulfil the policy.
- Meeting or exceeding all legal and other requirements applicable to its operations and systems, including customer requirements.
- Regularly monitor the quality management systems and performance in key areas to ensure they continue to meet the needs of the organisation and its customers and identify opportunities to improve.
- Listen to customers to ensure that their needs are fully understood and considered in all relevant business processes.
- Set and review strategic and operational tracked quality objectives to facilitate continuous improvement in the systems and its processes.
- Identify non-conformances from a variety of sources within the system and ensure these are assessed to identify the root causes and corrective and preventative measures are implemented.

This policy will be made available to our employees, those working for or on behalf of CANNONCOMM, and provided on request to any other interested parties. The policy will be reviewed annually, subject to changes in company procedure or legislation.

