



QUALITY POLICY

Plenser Waste Management Limited is committed to providing safe, reliable, professional, and environmentally responsible waste management services that consistently meet the needs and expectations of our customers and other relevant stakeholders. We are committed to delivering our services to a consistently high standard while ensuring regulatory compliance, customer satisfaction, operational efficiency, and long-term business sustainability.

The Management of Plenser Waste Management Limited has established this Quality Policy as a framework for achieving our strategic objectives and maintaining an effective Quality Management System (QMS). The QMS shall be implemented, maintained, communicated, monitored, and regularly reviewed in accordance with the principles and requirements of ISO 9001:2015, applicable legal and regulatory requirements, and other relevant industry standards.

Plenser Waste Management Limited is committed to:

- Understanding and consistently fulfilling customer, statutory, regulatory, and contractual requirements.
- Providing waste management services that are safe, timely, reliable, traceable, and fit for purpose.
- Maintaining compliance with applicable environmental, occupational health and safety, waste management, and regulatory requirements.
- Establishing measurable quality objectives and performance targets, monitoring their achievement, and taking appropriate corrective action where necessary.
- Continually improving our processes, service delivery, Quality Management System, and overall organizational performance.

- Ensuring that employees are adequately trained, competent, and aware of their responsibilities in maintaining service quality, environmental protection, and customer satisfaction.
- Providing adequate resources, equipment, infrastructure, and support necessary for effective and consistent service delivery.
- Ensuring that suppliers, contractors, and subcontractors engaged by the company understand and meet our defined quality, compliance, safety, and service requirements.
- Maintaining accurate records and appropriate documentation to support service traceability, accountability, compliance, and continual improvement.
- Promoting a culture of professionalism, accountability, customer focus, integrity, and continuous improvement throughout the organization.

Management shall ensure that this Quality Policy is communicated to all employees and relevant interested parties, understood at appropriate levels of the organization, and reviewed at least annually to ensure that it remains relevant and appropriate to the company's strategic direction and operational activities.

All employees are expected to actively contribute to the effectiveness of the Quality Management System and to the achievement of Plenser Waste Management Limited's quality objectives. Through collective responsibility and continual improvement, we aim to consistently deliver quality waste management solutions that protect people, the environment, and our clients' reputation.

Approved by: Eng. Faridah Odhiambo

Position: CEO



Date: 06/08/2026

Review Due: 06/08/2027