

QUALITY POLICY

Quality Management System (QMS)

MNT GROUP LIMITED - Quality Management System (QMS)

Ref: MNT-QMS-POL-001 - Version 1.0 - Approved by MNT Group Management

"QUALITY IN EVERYTHING WE DELIVER"

At MNT Group Limited, quality is not a department - it is a promise we make on every order, every installation, and every project we deliver. This Policy defines that promise and the Quality Management System (QMS) that keeps it, ensuring that the electrical materials, equipment, and contracting services we provide are consistently safe, reliable, and delivered on time. It applies to every division, every project, and every person who works on MNT's behalf.

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1 POLICY STATEMENT

MNT Group Limited is committed to delivering electrical materials, equipment, and contracting services of the highest quality to customers across the energy, oil & gas, industrial, commercial, and infrastructure sectors. Quality is a core value of our business and the foundation of our reputation, our customer relationships, and our long-term growth.

We recognise that the safe, reliable, and timely supply of electrical products and services is critical to our customers'

operations, and that quality failures can result in injury, loss of production, environmental harm, and financial damage. We accept this responsibility in full and embed quality into every stage of our work - from sourcing and inspection to installation, commissioning, and after-sales support.

NOTE

Our Quality Commitment: to consistently meet or exceed customer requirements, all applicable statutory and regulatory obligations, and the standards of internationally recognised electrical, oil & gas, and energy industry codes.

2 QUALITY OBJECTIVES

MNT Group's management commits to achieving the following measurable quality objectives:

- Zero non-conformances on safety-critical electrical works.
- 100% on-time delivery of supplied materials against agreed lead times.
- A customer satisfaction score of 95% or higher on completed projects, measured per project.
- A rejection or return rate of 1% or less on supplied electrical materials.
- 100% of inspection, measurement, and test equipment calibrated within its validity period.
- 100% of incoming goods inspected against purchase specifications.
- Zero unresolved customer complaints beyond agreed resolution timelines.
- Steady annual progression toward ISO 9001:2015 certification.

3 SCOPE OF THE QMS

This Quality Policy and the associated Quality Management System apply to all activities, divisions, projects, and personnel of MNT Group Limited, including:

- MNT Energy - energy sector trading and project supplies.
- MNT Electrics - electrical material supply and distribution.
- MNT Contracting - electrical installation, commissioning, and maintenance.
- MNT General Trading - industrial and general supply.
- MNT Consulting - technical consultancy services.

The QMS applies equally to permanent employees, fixed-term staff, casual workers, contractors, and sub-suppliers performing work on MNT's behalf.

4 MANAGEMENT COMMITMENT

The Management of MNT Group Limited demonstrates leadership and commitment to the QMS by:

- Taking full accountability for the effectiveness of the QMS.
- Establishing this Quality Policy and quality objectives compatible with the strategic direction of the company.
- Ensuring QMS requirements are integrated into the company's core business processes.
- Promoting the use of the process approach and risk-based thinking.
- Ensuring the resources needed for the QMS - people, equipment, infrastructure, and finance - are available.
- Communicating the importance of effective quality management and of conformity to QMS requirements.
- Engaging, directing, and supporting people to contribute to the effectiveness of the QMS.
- Actively promoting continual improvement.
- Supporting other management roles to demonstrate leadership within their areas of responsibility.

5 RESPONSIBILITY AND AUTHORITY

5.1 Designated Quality Representative

The Operations Director of MNT Group is appointed as the Designated Quality Representative, holding overall responsibility and authority for:

- Ensuring the QMS conforms to ISO 9001:2015 and to customer requirements.
- Ensuring processes consistently deliver their intended outputs.
- Reporting on the performance of the QMS to top management.
- Promoting customer focus throughout the organisation.
- Ensuring the integrity of the QMS is maintained when changes are planned and implemented.

5.2 All Employees

Every MNT Group employee is responsible for:

- Understanding and applying this Quality Policy in their day-to-day work.
- Following documented procedures and work instructions.
- Reporting non-conformances, near-misses, and quality concerns immediately.
- Identifying and proposing improvements to processes.
- Maintaining the quality and accuracy of the records they generate.

6 OUR QUALITY APPROACH

MNT Group's QMS is built on the following principles, aligned with ISO 9001:2015:

Principle	How We Apply It
Customer Focus	Understanding current and future customer needs, meeting requirements, and striving to exceed expectations.
Leadership	Establishing unity of purpose and direction, and creating an environment where people are engaged in achieving quality objectives.
Engagement of People	Competent, empowered, and engaged people at all levels are essential to enhancing our value-creation capability.
Process Approach	Activities are managed as interrelated processes that function together as a coherent system.
Improvement	An ongoing, permanent focus on improvement, supported by measurable goals.
Evidence-Based Decisions	Decisions grounded in the analysis and evaluation of data and information.
Relationship Management	Managing relationships with interested parties - customers, suppliers, and partners - for sustained success.

7 OPERATIONAL QUALITY PRACTICES

7.1 Customer Requirements

Customer requirements - technical specifications, delivery, regulatory, and contractual - are documented, reviewed, and confirmed at order acceptance. Any changes are communicated, agreed, and documented before implementation.

7.2 Supplier and Sub-Supplier Control

MNT Group maintains an Approved Supplier List. Suppliers and sub-suppliers are evaluated on quality, delivery performance, and compliance. Critical materials are sourced only from manufacturer-authorised channels, with full

traceability and certification.

7.3 Inspection and Testing

Goods-inwards inspection is performed on all incoming materials against purchase order specifications. In-process and final inspection is performed on contracting works in line with project Inspection and Test Plans (ITPs).

7.4 Calibration

All inspection, measurement, and test equipment is calibrated, identified, and tracked under MNT-QMS-PRO-001 (Calibration of Inspection, Measuring & Test Equipment Procedure), traceable to national or international standards.

7.5 Control of Non-Conforming Output

Non-conforming products and services are identified, segregated, and controlled in line with MNT-QMS-PRO-002 (Control of Non-Conforming Product/Service Procedure). Root-cause analysis and corrective actions are undertaken for all significant non-conformances.

7.6 Documented Information

Quality documents are controlled with version, issue date, and approval. Quality records are retained for the duration required by contract, regulation, or company policy - a minimum of 7 years.

7.7 Internal Audit and Management Review

Internal audits of the QMS are conducted at planned intervals, at least annually. Top management reviews the QMS annually to confirm its continuing suitability, adequacy, and effectiveness.

8 COMPLIANCE AND APPLICABLE STANDARDS

MNT Group commits to compliance with all applicable laws, regulations, and standards, including but not limited to:

- United Republic of Tanzania - Standards Act, 2009.
- Tanzania Bureau of Standards (TBS) regulations.
- Energy and Water Utilities Regulatory Authority (EWURA) - electrical contractor licensing requirements.
- Tanzania Electrical Supply Industry standards.
- Customer technical specifications and contractual quality requirements.
- Manufacturer requirements for supplied equipment.
- ISO 9001:2015 Quality Management Systems - Requirements (alignment, with planned future certification).
- Industry codes relevant to oil & gas, power generation, and electrical installations, where applicable on customer projects.

9 CONTINUAL IMPROVEMENT

MNT Group is committed to continually improving the QMS. Our improvement activities are driven by:

- Customer feedback and satisfaction surveys.
- Internal and external audit findings.
- Non-conformance and corrective-action analysis.
- Management review outputs.
- Employee suggestions.
- Benchmarking against industry best practice.

10 COMMUNICATION OF THIS POLICY

This Quality Policy is communicated to:

- All employees during induction and at annual refresher training.

- All customers, suppliers, and contractors as part of business engagement.
- The general public via MNT Group corporate channels and on request.

The Policy is displayed prominently in MNT Group offices and worksites and is reviewed annually by top management, or sooner if there are significant changes to the business, customer base, regulatory environment, or operating context.

NOTE

This Quality Policy is endorsed by the top management of MNT Group Limited and shall be reviewed annually, or following any significant change in business activity, regulation, or customer requirement.

CONTACT

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