

# Quality

## We embarked on the quality journey from day one !

Achieving quality is never an accident. It is always a result of determined efforts of leaders and experts, bringing their horn expertise and competencies to engineering design and project execution assignments. Quality is a continuous journey. We embarked on this journey from day one at Mitindos. We thrive to ensure that our processes and systems are in place to ensure consistency of equipment, skills, and service, for optimal project outcomes. Our Quality Management System is designed to continuously find new ways of enhancing project outcomes.

## Mitindos Quality Policy

We care deeply about our work and seek to deliver better outcomes for our clients, our communities and our planet. We work collaboratively, valuing independent thinking and holistic approach to problem solving to produce deliverables of quality that improves the built and the natural environments while setting new expectations for our industry.

## Objectives

Provide advice and design solutions that are efficient, effective and innovative, that generate outcomes that exceed expectations, improve society and support sustainable development.

Provide a high level of service to our clients; one that they enjoy and will want to repeat. Create elegant, coordinated, robust and accurate deliverables, containing the right information that is readily accessible.

## Commitments

Engage people who make a difference. We recruit talented people from diverse backgrounds who share our objectives, we provide the right environment for them to flourish.

We give our people the freedom to challenge the status quo, to be creative and to learn.

We build long-term trusted, empathetic relationships with our clients, our communities and colleagues.

We pursue the culture of our manifesto, strengthen internal collaboration and share our knowledge.

We Invest in capabilities to maintain a leading edge in design, digital and professional skills and our strategic thinking and business acumen.

We seek to work with clients, partners, agents, advisors and suppliers whose commitments and values are aligned with our own.

We commit to continually improving quality through continuous learning and management system.

## Governance

Mitindos Quality policy is set by the Board of Directors and it is implemented with no exception across all Mininos operations and locations through procedures, rules and guidance. Mitindos Quality Policy is reviewed and approved annually, or more frequently if appropriate.

The CEO the over quality responsible person ensuring he can delegate to Quality Directors to acts for Mitindos in ensuring that quality plans are developed and implemented to enable us to reach the objectives set out in this Quality Policy fulfilling applicable legal, regulatory and other requirements in our various locations.

**David Mutombo**  
**Chairman**