



ZAMOREX BUSINESS SUSTAINABILITY STATEMENT

SUSTAINABILITY DOCUMENT



We are excellent compatriot, standing on this noble call; just to serve our father land, with strength to strength uphold (Repeat)

We came, we saw, we conquer everything, we know that we are excellent, we know that we are distinguished, we know that we are good.....2x)

For we are perfect, we are glorious, we beautiful so precious in their sight..... (Repeat verse2)



ZAMOREX-----Empowered for More



OUR VISION STATEMENT

Empowering every person and every organization on planet to achieve more.



**Our mission is to be the most excellent
process organization in “Content
Development and Capacity Building”.**



Personal Mission Statement

Each day in my life I strive to be loyal to my friends and family, lead a successful career that I will enjoy, stay healthy, and take on any Challenges that come my way.

I value my family members, friends, spiritual fulfillment, sense of accomplishment, and respect for others.



QHSE POLICY STATEMENT

ZAMOREX Optimum Services, a company which offers Strategic business services, detailed Process Engineering Design, and Project Management is committed to:

- **Satisfying customer, statutory and applicable legal and other requirements;**
- **Pursuing continual improvement of the QHSE management system in order to enhance ZOS QHSE performance;**
- **Effective management of identified Occupational Health and Safety and Environmental related risks throughout our operations;**
- **Ensuring adequate and effective engagement of all stakeholders on QHSE matters in order to improve our performance;**
- **Preserving the environment through the use of appropriate pollution prevention efforts and ensuring work safety at all ZOS work stations through safe work practices.**

To achieve this, ZOS ensures that the policy:

- **Is available as documented information;**
- **Is communicated, understood and applied by ZOS staff, suppliers and contractors;**
- **Is reviewed at every management reviewed to ensure that it remains relevant and adequate;**
- **Provide framework for setting, reviewing and achieving QHSE objectives**

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Samuel Olaka
CEO

Date: 8th Jan., 2023



WASTE MANAGEMENT POLICY

In demonstrating our commitment to maintain and sustain good, healthy and safe environment, the following policy has been set out to guide individual staff on the management of all waste accruing from our operations.

- ZAMOREX OPTIMUM SERVICES shall provide the appropriate organization facilities, procedures and training required to ensure that all waste generated are adequately recorded, segregated and disposed of, unless otherwise stipulated by our clients.
- Where necessary, the company will liaise with appropriate Government and private organization for disposal assistance, and for possible waste utility interest.
- Every employee must therefore dispose any waste produced in the course of work using the designated bin for such waste if not otherwise stipulated by our clients.

A handwritten signature in blue ink, appearing to read 'Samuel Olaka', with a large, stylized initial 'S'.

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Samuel Olaka
CEO

Date: 8th Jan., 2023

DRUG AND ALCOHOL POLICY STATEMENT



Alcohol and drug misuse can have a detrimental effect upon your health, and can adversely influence your performance and your relationships with colleagues and customers. It can result in reduced efficiency and increased absenteeism.

ZAMOREX OPTIMUM SERVICES has a duty towards and is concerned about the health and welfare of all employees.

To ensure that ZAMOREX OPTIMUM SERVICES meets its objectives, all ZAMOREX OPTIMUM SERVICES employees are expected to be aware of, and comply with, the Drug and Alcohol policy.

- ZAMOREX OPTIMUM SERVICES does not condone or tolerate its employees being under the influence of alcohol and/or drugs whilst representing the company in any way.
- ZAMOREX OPTIMUM SERVICES prohibits dispensing, processing, using, selling or offering to buy or being under the influence of drugs whilst at work. Supplying of drugs on any ZAMOREX OPTIMUM SERVICES premises will be reported immediately to law enforcement agent.
- ZAMOREX OPTIMUM SERVICES prohibits reporting for work, working or attempting to work whilst under the influence of alcohol and/or drugs including prescription drugs, except when under and in accordance with a Doctor's direction, and when such use will not affect the employee's ability to perform their duties safely. Any employee working outside and taking prescription drugs must declare this to the operations master on board.

A handwritten signature in black ink, appearing to read 'Samuel Olaka'.

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Samuel Olaka
CEO

Date: 8th Jan., 2023

PERSONAL PROTECTIVE EQUIPMENT POLICY STATEMENT



ZAMOREX OPTIMUM SERVICES shall provide protective equipment (PPE) when any risk presented by a work activity cannot be adequately controlled by other means. All reasonable steps will be taken by the company to secure the health and safety of employees who work with PPE.

The company acknowledges that health and safety hazard would have been identified for equipment used. It is the intention of the company to ensure, through the proper use of this equipment, that risks are reduced to a minimum.

Whilst it is generally recognized that the use of PPE can be undertaken without undue risks to health or safety, it is appreciated that some employees may have genuine reservations and concerns. The company will seek to give information and training to enable an understanding of these issues.

The implementation of this policy requires the total co-operation of all members of management and all employees including sub-contractor's personnel. There will be full consultation with employee representatives through existing channels of communication. The QHSE department is responsible for implementing this policy.

A handwritten signature in blue ink, appearing to read 'Samuel Olaka', written over a series of horizontal lines.

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Samuel Olaka
CEO

Date: 8th Jan., 2023



STOP WORK AUTHORITY POLICY

ZAMOREX OPTIMUM SERVICES recognize the responsibilities of everyone (Employee, Contractors, sub-contractors and suppliers) in the performance of QHSE. Each individual is responsible for their own health, safety and the safety of others around them in line with the above principles; anybody has the authority to stop the job in any of the following situations:

- Where the work fail to follow the standard procedure
- Where the worker does not have the required HSE procedures to carry out the particular task.
- Where the worker faces serious and imminent hazard.

Following the above, the worker or work group has management permission to stop the work and immediate seek the advice of the line supervisor or QHSE personnel for corrective action to be taken and the work may continue.

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Samuel Olaka
CEO

Date: 8th Jan., 2023



QUALITY POLICY STATEMENT

1. Policy Statement

The organization's policy is:

- To efficiently provide services at a quality consistent with a professional qualified in providing such a service as to ensure customer satisfaction.
- To pursue improvements in methods, standards, tools, etc. by setting, reviewing and communicating Quality Objectives to develop the business and respond to changing market requirements.
- To comply with ISO9001:2015 and pursue continual improvement.
- To ensure that all personnel are aware of their individual roles and responsibilities within the Quality System.
- The requirements of the company's quality system, in line with 9001:2015 standards are integrated into ZOS's Business Management System (BMS) and are mandatory and all company personnel have a responsibility and obligation to it.



QUALITY POLICY STATEMENT

2. Quality Objectives

ZOS aims to provide a professional and ethical service to our clients. In order to demonstrate our intentions, we have identified the following Quality Objectives and we will endeavor to:

- **Deliver our services to specification \ brief and provide a high overall performance.**
- **Provide a value for money service.**
- **Provide a high quality of products and services to satisfy our clients' requirements and get things right first time.**
- **Deliver our products and services on time.**
- **Deliver our products and services with full regard to Health & Safety.**
- **Maintain an effectively trained staff and management.**
- **Make a profitable return on our activities in order to fund ongoing development and growth.**
- **Improve efficiency through improvements in productivity.**
- **Our Management Team will analyze customer feedback data, internal performance data, financial performance data and business performance data to ensure that our Quality Objectives are being met. We will conduct our business in an ethical and professional manner. However, should we make a mistake, we will admit it and rectify the situation as quickly as possible.**



QUALITY POLICY STATEMENT

3. Management Responsibility

3.1 Management Commitment

The Partners are committed to implementing and developing the Business Management System. The methods and controls applied are outlined in BMS Manual.

3.2 Customer Focus The objective of the BMS is to ensure and enhance customer satisfaction. A key aspect of this policy is the determination of customer requirements and the measurement of customer satisfaction.

3.3 Specific Responsibility & Authority

Specific responsibilities within the organization and with particular reference to the quality management system are defined below:

The Partners have the ultimate responsibility for controlling, directing and coordinating all sales and management activities throughout the organization.

Each Partner and Associate are responsible for the consolidation of existing business, the development of new business opportunities and for all technical aspects of providing services. A matrix of specialists provides various aspects of specific technical support (such as computing, contract, estimating etc) to ensure that customer requirements can be met.

The Office Manager is responsible for all aspects of day-to-day control of the running of the office and heads up the Administrative Staff. The Partner for BMS is the nominated Management Representative and has the authority and responsibility to establish, implement and maintain the BMS and report its performance to the Partnership.

QUALITY POLICY STATEMENT



4 Planning

Plans and objectives to improve performance are established and reviewed as part of the Management Review process. Objectives are specified within BMS. Key aspects of the process include:

- Objectives are measurable and consistent with the Quality Policy and established procedures,
- Objectives are communicated to relevant personnel.



QUALITY POLICY STATEMENT

5. Continuous Improvement

	Inputs Required	Criteria, Methods, Resource
PLAN	Organization & its Context Needs & expectations of relevant interested parties; Leadership Planning	Quality/Environmental Policy BMS Manual BMS objectives Management Review Roles and Responsibilities Risks management and opportunities register BMS objectives
DO	Support Operation	Human Resource / Training & Motivation Infrastructure & Maintenance Document Control / Control of Records ZOS Overall Process Map – Operational Control
CHECK	Performance evaluation	Measurement, Analysis, Internal Audit– KPI's Corrective and Preventative Action
ACT	Improvement	Continuous Improvement

ZOS Process Map in line with ISO model for Continuous Improvement:

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Samuel Olaka
CEO

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