



TAWAL

TAWAL Integrated Management
System (IMS) Policy Statement



TAWAL- Telecommunications Towers Company strives to position itself as the most trusted and leading ICT infrastructure service provider in meeting customer requirements and expectations within the scope of design, Building, Operations & Maintenance of Telecom Towers, and Providing related ICT infrastructure services.

We are fully committed to implementing the principles of the Integrated Management System which covers Quality Management, Risk Management & Business continuity to help fulfill and enable TAWAL's vision, mission & values.

We are committed to proactively:

1. Achieve our Quality, Risk & Business Continuity objectives through leadership commitment, and maintain compliance with our policies, processes, strategies, operations, legal, and regulatory requirements.
2. Provide operationally efficient and cost-effective solutions by embracing technology and ensuring the use of lean, agile, and efficient processes.
3. Monitor and continually improve customer satisfaction through customer feedback and by taking appropriate actions.
4. Conduct risk assessments with employees' participation to identify threats and ensure the implementation of prioritized action plans for appropriate risk treatment.
5. Ensure business resilience through the development of effective continuity strategies, response structure, crisis management mechanisms, recovery procedures, and business continuity plan that safeguards life, facilities, equipment, vital records, other assets, critical business processes, and continuity of our operations.
6. Ensure the validity and appropriateness of emergency response, crisis management, disaster recovery, and business continuity plan through periodic testing & evaluation to protect employees, facility, assets, and customer property in the event of a disruption to normal business operations.
7. Educate, train, motivate, and provide required resources to our employees and contractors as required to develop a culture of excellence and to ensure a positive contribution to the organization.
8. Continually review and improve the IMS and overall company performance through monitoring, measuring, evaluating, and auditing.

