

## Quality Policy

Written by Arlene V. Hepiga

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### QUALITY POLICY

COTABATO LIGHT AND POWER COMPANY is committed to provide reliable and ample power supply when needed, ensure that the supply of electricity is provided at a reasonable and competitive price, and accomplish the first two duties with the least possible adverse effects on our environment and communities.

We are committed to pursuing excellence in customer service, quality, environmental and occupational health and safety performance. With this in mind, we shall be

### PROACTIVE

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Understand the context of our organization including the needs and expectations of our customers and other stakeholders, and identify the actions to address the risks and opportunities;

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Review the effectiveness of business processes and activities against measurable objectives and targets to drive continuous improvement;

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Systematically assess risks and impacts to employees, contractors, communities, and environment to prevent injury and illness; and minimize, if not eliminate, adverse environmental impacts;

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### RESPONSIBLE

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Comply with applicable SHEQ legal and other requirements that the organization subscribes to;

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Provide a workplace that proactively protects its personnel, contractors and visitors from harm, injury and illness;

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Adopt measures to conserve resources, reduce wastes, prevent pollution, minimize impacts, and enhance the environment consistent with the ideals of sustainability;

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Identify causes of incidents or non-conformances, and implement corrective action;

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Oblige suppliers, contractors and subcontractors to adhere to our SHEQ and quality standards;

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### ENTHUSIASTIC LEADERS AND INFLUENCERS

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Management Team shall show leadership and commitment thru allocating sufficient resources, people and training;

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Educate, train and motivate employees to carry out tasks professionally, courteously and expeditiously in safe and environmentally responsible manner, and exemplify these values beyond the workplace.

This Policy shall be communicated to all interested parties and be available to the public. Furthermore, this Policy shall be reviewed periodically to ensure it adequately reflects the relevant risks/ impacts of the business operations.