

Quality Management Policy

PNG DataCo Limited (**DataCo**) is a state-owned entity committed to provide wholesale telecommunication services to the Information and Communication Industry and is mandated by the Papua New Guinea Government to build, own and operate the National Transmission Network (NTN).

DataCo's vision is to improve and expand the availability of affordable internet access to all people of Papua New Guinea, through the development of the NTN. Its business is based on achieving mutual collaboration with its shareholders, key government agencies, customers, partners and suppliers as a means to making the NTN available to all in order to stimulate and foster social and economic development in Papua New Guinea.

With a culture that is underpinned by core values of integrity and trust with a focus on customer and business outcomes, DataCo believes that quality forms the basis of its value proposition, brand, image and is the cornerstone upon which it builds lasting business relationships. DataCo places significant importance to delivering its services to the highest standards of quality, safety and responsiveness in order to meet the expectations of its interested parties. To achieve that expectation, DataCo places key emphasis on the following areas:

Competency – encourages the full involvement of all employees within DataCo to ensure they have complete awareness of the significance and the importance their work has on achieving DataCo's quality management goals. DataCo also commits to encourage employees to attend trainings, acquire, upskill and upgrade their knowledge and skills to enhance their competency levels in order to provide meaningful contribution to DataCo.

Interested Parties - commitment to understanding DataCo's current and future interested parties needs in order to tailor technology or services to meet or exceed their requirements and expectations.

Leadership – commitment of the DataCo management to creating and maintaining a working environment where its employees become fully involved in achieving the DataCo vision.

Process - continuous improvement in process performance such that activities and related resources are managed as a process or series of interconnected processes.

Improvement - commitment to achieving continual improvement across all aspects of DataCo quality management system especially in the quality of products and services through a strong drive toward technological or digital innovation.

Analysis - Measuring the performance of the quality management system through data analysis.

Relationships – the recognition that the relationship it has with its interested parties are interdependent and that a mutually beneficial relationship enhances the ability of both to create value.

Compliance - commitment to comply with all applicable laws, regulatory requirements in the industry it operates in including those relating to health, safety and environmental protection.

Work Environment – commitment to provide a safe and healthy work environment for its staff and interested parties.

The quality management system used by DataCo is in accordance with the requirements and implementation of the international standard ISO 9001:2015. DataCo will continually evaluate and improve its processes and systems to ensure on going achievement of the objects of this policy which will be reviewed annually.