QMS High Level Policy Statement for TM One Business Technology

This QMS policy established the commitment of TM One to its Quality Management System (QMS) and the requirements of the ISO 9001:2015 International Standard.

This QMS policy should be in line with company's values and support its strategic direction to provide the highest quality standard, consistency to our stakeholders and continually improves the effectiveness of the QMS.

QUALITY POLICY STATEMENT FOR QMS:

- TM One Business Technology is committed to deliver excellent services as per applicable service statutory and customer requirements in a proactive manner.

- We will continuously strive to improve TM customer service experience whilst enhancing our competencies and professionalism.

This Quality Policy statement, objectives, procedures, and plans will be subjected to annual re-evaluation for suitability, during QMS Management Review Meeting or there is any major change in the business direction.

Detailed guidance on procedures to be followed in the event can be found in relevant procedures and plans, which are accessible to all QMS related personnel. This policy is communicated to relevant internal and external stakeholders within TM One.

This policy is available and communicated to all interested parties via the TM One official website.

Signed:

Title: Head Technology Services, Business Technology, TM One

Date: 5th Sept 2023

Note: The QMS Certification is established for TM One Business Technology for the scope of "Provisions of Managed Services for Connectivity & Technology Fulfillment and Connectivity Assurance under TM One".