

# MOUKA LIMITED

## INTEGRATED MANAGEMENT SYSTEM CORPORATE POLICY

[QMS ISO 9001:2015, EMS ISO 14001:2015 & OHS ISO 45001:2018]

Mouka Limited is committed to an operating philosophy based on Passion for our business, integrity in serving our customers, seeking new ways to do things better to exceed customer expectations for quality, safety, sustainability, cost, delivery and value. We take great pride in the skill and performance of our people. Our vision is to be the clear leader in the Foam and Bedding Business by building high quality brands that deliver profitable growth. Additionally, we are dedicated to creating a profitable business culture that is based on the following principles:

### **CUSTOMER**

Customer needs are paramount and represent the highest priority within our business. Our obligation is to proactively seek out and define customer needs while addressing all requests expeditiously without creating false expectations.

### **PEOPLE**

Mouka Limited focuses on her core competencies, we respect and empower our colleagues and we are committed to teamwork, embracing wholeheartedly the cultural diversity within the communities we call home. Our employees' welfare and interests are foremost throughout all aspects of our business and how we conduct our affairs. We are committed to:

- Consultation and participation of workers including workers' representation on our Quality, Health, Safety and Environmental Management System.
- Creating and nurturing an environment of success based on honesty and integrity.
- Equitable sharing in the success of the company.
- Empowerment through training and communication.
- Individual growth and equal opportunity.
- Designing and providing a safe, healthy and secure work environment in order to avert injury and ill health associated with the work.

### **QUALITY**

Mouka Limited is fully committed to producing and delivering high quality brands of mattresses, other polyurethane products and accessories. We strive to consistently meet or exceed our customers' expectations. We adhere to all applicable standards and customer-specific requirements and endeavor to provide processes that ensure we achieve these in order to build a robust and world-class business.

## **COMMUNITY, SAFETY AND THE ENVIRONMENT**

Mouka Limited is committed to supporting the communities within which we operate. We believe in the practice of social responsibility and encourage similar behavior in our employees and suppliers. We support the conservation of the physical environment and the prevention of pollution at our facilities. We proactively comply with all applicable quality, safety, environmental, legal and other requirements including the fulfilment of our compliance obligations to which we subscribe. It is also our commitment to eradicate safety hazards and decrease the occupational, health and safety risks.

## **BUSINESS PROCESS**

We establish and employ metrics that are used to measure our performance against core objectives that cover operational parameters such as health and safety, quality, the environment, materials management, and customer satisfaction. We continually improve the effectiveness and efficiency of our Quality, Health, Safety and Environmental Management System by monitoring our objectives through internal auditing, analyzing data, reviewing performance and implementing corrective and preventive actions.

## **CORPORATE IMS OBJECTIVES**

**Mouka Limited shall be committed to the following objectives**

- To meet and exceed our customers' expectations by prompt delivery of right orders and reduction in rejects and returns.
- Comply with legislative, statutory and regulatory requirements, preventing any actions that lead to violations or contravention.
- Provide appropriate and safe work environment to foster safe practices.
- Establish and operate hazard identification and risk management processes to eliminate or mitigate safety risks resulting from our activities.
- Ensure employee wellbeing through routine health surveillance and provision of quality health support services.
- Liaise with host communities, stakeholders and customers to identify ways of improving work relations, safe environment and enhancing development.
- Prevent pollution, preserve and protect the environment through proper waste management.