



NATIONAL OIL
INFRASTRUCTURE
COMPANY OF
ZIMBABWE (PVT) LTD

Driving Progress

BUSINESS MANAGEMENT SYSTEMS POLICY STATEMENT

As an organization mandated to provide Zimbabwean and regional oil and gas industries with efficient and sustainable transportation, storage, re-delivery service and distribution. NOIC is fully committed to the assurance of product and service quality whilst upholding the highest standards in occupational health, safety, and environmental protection of its relevant interested parties in line with our strategic plans.

We are committed to satisfying our customers. To achieve this, our business processes will be underpinned by:

- Placing the customer at the centre of our operations.
- Complying with statutory, regulatory, industry code of practice and other requirements applicable to our business.
- Providing safe and health working conditions for the prevention of work-related injuries and ill health.
- Continually improving the effectiveness of the Business Management System by conducting regular internal audits, management reviews, customer satisfaction surveys and periodic performance reviews.
- Regularly reviewing applicable risks and opportunities, internal and external issues which have an impact on our desired goals.
- Effectively communicating this policy to interested parties as appropriate to enable their participation in our business processes.
- Fostering teamwork through team building workshops, sports, and other recreational activities.
- Creating platforms for workers consultation and participation at the workplace.
- Setting measurable and realistic Business Management objectives through effective performance management systems.

We shall continually review and update this policy in line with our business management systems.

Signed by

Workers Committee Chairman

Chief Executive Officer

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