



SAPP Coordination Centre Integrated Management System Policy

SAPP is responsible for facilitating regional transmission electricity infrastructure development and promoting electrical power exchange among its members to aid economic development needs of the SADC region. Activities of SAPP are undertaken through the coordination centre in Harare. It is against this background that SAPP Coordination Centre is committed to offer services in line with the requirements of ZWS ISO 9001:2015 Quality Management Systems and ZWS ISO 14001:2015 Environmental Management Systems to its customers and a wider stakeholder spectrum through:

1. Adopting a process approach to business supported by risk-based thinking practices
2. Understanding the needs of interested and affected parties (stakeholders) aspiring to meet and exceed their expectations
3. Fulfilling relevant and applicable compliance obligations
4. Setting quality and environmental objectives and targets consistent with the organization's 5-year strategy
5. Continual improvement of the business management processes

The implementation of this policy enables the realization of the organizational goals of being a preferred business partner of choice in the regional energy sector leading to sustainable economic growth.

This policy shall be communicated to all stakeholders, understood and applied by the Southern African Power Pool Coordination Centre.

SAPP Executive Director Signature

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Date 22 May 2026

SAPP Board Chairperson Signature

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Date 28/05/26