

## QUALITY POLICY

**REF: SDS/QC/QP/10**

We strive to deliver the Future Technology Today to our customers who are critical to our success. In delivering our ICT solutions, we conduct our business by ensuring our products and services are monitored to continuously meet our customers' and market place needs.

To achieve this, our areas of commitment include:

- Efficiency and Quality of Service - managed and supported with appropriate resources by management.
- Enhancing customer satisfaction by meeting the customers' needs in line with our mantra "The Customer is always right".
- Safety and Health - managed and supported with appropriate resources by management.
- Establishing quality objectives at strategic and operational levels that will address organizational risks and opportunities and will be reviewed quarterly to ensure continuous improvement.
- Improving staff productivity and performance through training and motivation.
- Improving business processes and the QMS in general.
- Meeting all requirements of the ISO 9001:2015 standard and all other legal or regulatory requirements.

This policy will be reviewed annually to ensure continuous improvement to the management system.

This commitment is made here on behalf of Smoothtel & Data Solutions Limited and its entire staff on 1st October 2024.

Signed by the said  
**SMOOTHTEL & DATA SOLUTIONS LTD**

**RAPHAEL MWANGI**  
**CHIEF EXECUTIVE OFFICER**

**Sign:**

In the presence of;

**PURITY MWENDE**  
**CHIEF OPERATING OFFICER**

**Sign:**