

## 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.
- Improving staff productivity and performance through training, motivation and evaluation.
- 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 periodically 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 23<sup>rd</sup> May, 2018.

Signed by:

**SMOOTHTEL & DATA SOLUTIONS LTD**