

	QUALITY POLICY	Doc No: ISCO/QMS/QP/01 Rev Level: 01 Approval Date: 01 st MAY 2022
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QUALITY POLICY

ISCO aims to position itself as the preferred security provider in Rwanda and the region. ISCO seeks to be recognized for the most effective and efficient security services in these markets. In order to achieve this vision, ISCO seeks to provide its clients with highly specialized security services that exceed their expectations.

ISCO Ltd recognises that business continuity & growth and the effective operation of a Quality Management System (QMS) are co-dependent; therefore, it is of great importance to continually improve the effectiveness and efficiency of its Quality Management System.

To achieve the above, ISCO Ltd is committed to:

- ✓ Promote a culture in which all ISCO Ltd' employees share a common commitment to product quality and customer service;
- ✓ Measure, appraise and report on service and product quality performance;
- ✓ Identify opportunities and set targets for continuous improvement of service & product quality performance;
- ✓ Incorporate a risk-based approach by proactively mitigating service and product quality related risks.
- ✓ Rigorously apply the QMS to ensure that our services and products always meet agreed specifications and are 'fit for purpose'.
- ✓ Share good practices and learnings from incidents that have consequences for a service quality and product stewardship;
- ✓ Train all employees, contractors and all human labour involved in supply chain of our services.
- ✓ Include quality service competencies in the development planning and appraisal of all relevant staff;
- ✓ Aspire to a leading role in promoting good practices in our industry.
- ✓ Meeting regulatory, statutory and customer requirements and standards including those of ISO 9001:2015.

Our commitment to quality is made by all employees and as such is an integral part of their responsibilities. Management will act to ensure that this quality policy is communicated internally and externally, understood, maintained and implemented at all levels in the organization with a continued improvement as a culture.

Desire NGABONZIZA

MANAGING DIRECTOR



01/MAY/2022