

<b>Owner:</b> Head, Internal Audit and Control	<b>Effective date:</b> September 2020
<b>Custodian:</b> Internal Auditor	<b>Next Review Date:</b> September 2021

### VAS2NETS QUALITY POLICY STATEMENT

VAS2Nets is committed to providing excellent Applications and Infrastructure services that consistently satisfy the requirements of our customers across various industries through our key verticals - Mobile Communities, Financial Mobility and Mobile Services Aggregation.

#### POLICY OBJECTIVE

VAS2Nets Technologies Limited is committed to the effective implementation and continual improvement of a Quality Management System (QMS) that meets the requirements of the ISO 9001:2015 standard, conveying exceptionally competent and committed workforce in all areas of our service delivery, utilization of cutting-edge innovation and building strong business relations with our partners while meeting all legal and other applicable requirements to which the organization subscribes.

To this end, the VAS2Nets Technologies Management commits to:

- A constant pursuit of quality, value and reliability in the products and services the company supplies to its customers;
- Ensuring that customers' needs, and expectations are determined and fulfilled with the aim of achieving customer satisfaction;
- Responding appropriately and correctly to customer inquiries, orders, or complaints
- Ensuring that members of staff are fully trained to meet the requirements of the business and its customers;
- Conducting periodic management reviews to ensure the continuing suitability, adequacy, and effectiveness of our Quality Management System;
- Providing adequate resources to achieve the objectives of the QMS;

This policy sets the framework for the establishment and review of our quality objectives.

The Managing Director of VAS2Nets Technologies Ltd. has the overall responsibility for ensuring that the objectives of the Quality Management System are achieved, delegating responsibilities and authorities to each Department Head for effective implementation and promoting the commitment of all staff to addressing quality as part of their skill base, in accordance with the established procedures.

Signed:   
**Managing Director/CEO**

Date: 10<sup>th</sup> September 2020.