

**Committed
to Excellence**



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Quality Policy Statement

As an innovative Commercial Bank regulated by the Central Bank of Kenya and that is responsive to its customers' expectations, we commit to:

- ▶ Provide innovative financial solutions to all our customers in a responsible and friendly manner
- ▶ Implement robust risk management practices that will secure and create value to all our stakeholders. Risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed and the focus on enhancing customer satisfaction is maintained.
- ▶ Comply with all the applicable regulatory and statutory requirements
- ▶ Ensure that all our policies and activities are environmentally and socially sustainable
- ▶ Comply with quality management standards as outlined and required by ISO 9001.2015
- ▶ Ensuring the organizational context is current with regards to internal and external issues as well as interested parties.

To achieve the above, we undertake to focus and monitor the achievement of the following objectives:

- ▶ Financial Performance - achieve sustainably robust financial performance to grow stakeholder value
- ▶ Business Process - maintain systems and processes that address business needs and stakeholder value while maintaining robust risk management practices
- ▶ Customer Excellence - at all times focus on delighting our customers
- ▶ Human Resources & Culture - develop human resource capabilities and culture that puts premium on continuous learning and innovation

This Quality Policy provides a framework for establishing and reviewing quality objectives. The Policy shall be communicated to relevant interested parties and understood within the organization. The Bank's Management shall monitor and periodically review this policy to take into account changes in practice for continual improvement of the Quality Management System.

Chief Executive Officer