



## INTEGRATED QUALITY AND INFORMATION SECURITY POLICY STATEMENT

### GENERAL INFORMATION

Mtech Limited is a Content Service Provider Licensed by the Communications Authority of Kenya. We are a leading Fintech and Systems Integrator (SI) providing innovative solutions to Banks, Savings and Credit Cooperatives, Fast Moving Consumer Goods, Digital Content, Gaming and other companies that consume technology. We empower the mobile economy by making business easier and life simpler.

The company's overall Quality Management & Information Security policy is reflected in the services it provides to its clients which is expressed through Mtech's principles, providing guidance to executives in their administration, and is aligned with the overall strategic direction of Mtech limited.

### QUALITY AND INFORMATION SECURITY POLICY

This statement expresses the policy adhered to by Mtech Limited for the development, application and continual improvement of an Integrated Management System for the Quality of Services and Information Security that satisfies the requirements of the ISO 9001:2015 and ISO/IEC 27001:2022 Standards.

Our policy for the Integrated Management System (QISMS) is based on the fundamental principles of measurement and programming, and our commitment to continual improvement in the fields Quality Service and Information Security. This is achieved through setting, applying, and revising goals, which are documented and monitored within the company, in the context of continually improving our services, according to the commitment undertaken by Management.

We continually re-examine the suitability of our integrated management system, our procedures, our working methods and potential risks, combined with the requirements and expectations of our clients, our employees and any person or agency interested in the company, in order to ensure that our overall system is suitable for the nature, scale and impact of the services provided by the company.

Specifically, Mtech Limited is committed to:

- **Meeting or exceeding** its client's expectations as regards its Quality of Services and Information Security;
- **Complying** with all legislation concerning Quality under the ISO 9001:2015 Standard and Information Security under the ISO/IEC 27001:2022 Standard, as well as all other legal and regulatory requirements;
- **Maintaining** good business and mutually profitable relations with clients, associates, suppliers, and other stakeholders;
- **Safeguarding** and **maintaining** the ability of all Company employees at the level required in order to be able to identify and perform contractual, legal, and other requirements of the Company regarding Quality of Service and Information Security;
- **Applying** special processes for control, effectiveness, and continual improvement of all existing and new services the Company can provide;
- **Adopting** an integrated, process-centric approach to providing services effectively and covering its clients' requirements;
- **Ensuring** that decisions on information security are made on the basis of risk assessments of all company processes and relevant assets, taking account of preserving the **integrity, availability, and confidentiality** of the information;
- **Managing** security incidents in an effective manner in order to minimize their impact;
- **Ensuring** that the Company's continued ability to meet its contractual commitments through appropriate business continuity plans;
- **Ensuring** that operations are not disrupted when responding to a security incident;
- **Improving** the Quality and Information Security Management System on a continual basis;
- **Disclosing** this policy to its Staff, to individuals or other agencies working under its control, as well as other stakeholders, as applicable.

This Policy Statement is re-examined by Management on need basis.

*William K. Cherie*

**Chief Executive**  
Mtech Limited

