

Britam Quality Policy

BRITAM desires to be the leading diversified financial services company in chosen markets across Africa by providing Customers with financial security every step of the way. This is achieved through operations and practices based on accountability, trust, agility, and customer centricity.

BRITAM's governance practices also ensure transparency, accountability, and ethical decision-making that allows the company to provide the highest level of value to Customers, stakeholders and shareholders. The Board of Directors and the Executive Team of BRITAM is committed to the implementation of a Quality Management System based on **ISO 9001:2015** Standard and to ensure that all statutory and regulatory requirements are met.

The Management at BRITAM will ensure that the quality management system, its operations, and all processes are continuously improved at all levels for growth & sustainability. This Quality policy and associated quality Objectives will be reviewed annually to ensure continued suitability.

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