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QUALITY POLICY

ADFINANCE RWANDA LTD is committed to consistently providing secure, reliable, and high-quality IT, digital financial, and enterprise resource planning (ERP) solutions that meet or exceed the requirements and expectations of its customers. Our core focus includes the delivery, implementation, and support of Core Banking solutions (ADBanking) and its additional modules, as well as Odoo ERP solutions, at the national level in Rwanda.

Top management is committed to fulfilling applicable customer, statutory, regulatory, and contractual requirements by ensuring that these requirements are identified, understood, and consistently met.

In support of this commitment, ADFINANCE RWANDA LTD shall:

- Identify, assess, and address risks and opportunities that may affect service conformity and the ability to enhance customer satisfaction, while maintaining a strong focus on continual improvement;
- Establish, implement, and review quality objectives that are aligned with the organization's context and strategic direction, and that are Specific, Measurable, Achievable, Realistic, and Time-bound (SMART);
- Promote the application of the process approach and risk-based thinking throughout the organization;
- Ensure the availability of resources necessary for the effective implementation and continual improvement of the Quality Management System;
- Communicate to relevant interested parties the importance of effective quality management and conformity to Quality Management System requirements;
- Ensure that the Quality Management System achieves its intended results;
- Engage, direct, and support personnel to contribute to the effectiveness of the Quality Management System;

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- Continually improve the suitability, adequacy, and effectiveness of the Quality Management System.

This Quality Policy provides a framework for setting and reviewing quality objectives and is implemented through effective process control, appropriate technology, competent and empowered personnel, and sustained management commitment.

Approved by:

MUGABONAKE Olivier
Chief Executive Officer
ADFINANCE RWANDA LTD



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