

## RDB QUALITY POLICY STATEMENT

Our success is driven by our vision to transform Rwanda into a dynamic global hub for business, investment and innovation. To achieve this we collaborate with citizens, customers, partners and suppliers around the world.

We are therefore committed to consistently provide products and services that meet or exceed the requirements and expectations of our stakeholders delivering improved business results and tangible return on investment which will enhance creation of jobs in Rwanda while reducing the current account deficit.

In delivering our mandate, we are committed to uphold the relevant best international practices and ethics including ease of doing business, ethical trading initiatives, good regulatory and policy making practices among others.

### We demonstrate this by:

- Managing our business based on clear and measurable objectives and timelines;
- Following our leadership framework;
- Using our stakeholders' feedback to improve our processes;
- Ensuring our employees have the appropriate training, skills and experience;
- Maintaining a safe work environment;
- Meeting laws and regulatory requirements including those of ISO 9001:2015;
- Maintaining a dynamic and responsive work culture.

The organization has implemented and commits to maintain a quality management system and will actively pursue quality improvements through programs that enable each employee to do their job right to offer quality service. Our commitment to quality is made by all RDB employees and as such is an integral part of their responsibilities.

RDB management will act to ensure that this quality policy is communicated, understood, maintained and implemented at all levels in the organization.

CEO Approval: Sign ..... Date .....

