

Data Care is committed to providing efficient, safe and reliable first choice software solutions, supported by a mentored team, from generation to generation.

Our objective is to provide proven products and services through our alliances with strategic partners to design, customize, develop, implement and support Information Communication & Technology (ICT) solutions that exceed the standards required by our customers and by statutory and regulatory requirements.

The purpose of this manual is to implement and continuously maintain our commitment to these objectives through a dynamic Quality Management System based on the international ISO 9001:2015 standard. The Quality Management System shall be periodically reviewed to continually improve Data Care effectiveness.

This manual shall provide the framework necessary for establishing and reviewing the Quality Objectives in order to assess their continuing suitability.

Quality control is an integral part of all the company's management and service delivery. It is not a separate element or function; each and every aspect of the day-to-day operations of the company shall be conducted in accordance with the quality policies contained in this manual. It is designed to integrate human, technical and material resources in a manner that results in optimum service consistent with the highest possible quality standards.

There are no exceptions to this commitment. Each and every employee, including management, is expected to understand and work towards our quality commitment. This Quality Policy Statement shall be presented in areas accessible to all interested parties as appropriately. Success requires satisfied customers. This Quality Management System reflects the company's total commitment to achieving the goal of meeting the needs of our customers efficiently and safely.

The Document Controller and Auditor are responsible for the implementation and ongoing supervision of the procedures contained in this manual. This administrative responsibility complements but in no way reduces or removes the line responsibility of Managers, Supervisors or Employees of their quality control duties. Quality is everyone's business.

There are no exceptions. Any problems that cannot be resolved through normal interdepartmental channels are to be immediately referred to me.

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**PATRICK KAGENDA**  
**MANAGING DIRECTOR**