

Quality 9001- Quality Management Systems Certification (QMS) Policy

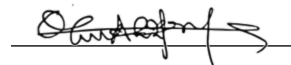
Quality Policy

At Coronation Registrars Limited (CRL), we are committed to delivering high-quality services that meet customer, shareholder, and regulatory requirements. To ensure operational excellence and continuous improvement, we have implemented a **Quality Management System (QMS)** aligned with **ISO 9001**.

Top Management Leadership and Commitment

Commitment to the Quality Management System extends to senior levels of the organization and will be demonstrated through this QMS Policy and the provision of appropriate resources to provide and develop the Quality Management System and associated controls.

Top management will also ensure that a systematic review of the performance of the program is conducted on a regular basis to ensure that objectives are being met, and issues are identified through the audit program and management processes. Management Review can take several forms including departmental and other management meetings.



Managing Director

12 February 2025

Date

Framework for Setting Information Security Objectives

The high-level quality management objectives for Coronation have been established and are essential to the business's nature, remaining stable over time.

These objectives will guide the creation of short-term quality planning goals within the annual budget cycle, ensuring sufficient funding for identified improvement activities. They will be based on a clear understanding of overall business needs and potential changes throughout the year.

The objectives will be documented for the relevant financial year, along with a plan for achieving them. After approval, this plan will be reviewed quarterly during management meetings to confirm the objectives' validity, with any necessary changes managed through the organizational change process.

A clear definition of the Quality Management System requirements will be agreed upon to ensure all activities focus on meeting these needs. Statutory, regulatory, and contractual obligations will be documented as part of the planning process, and specific security requirements for new or updated systems will be addressed during the design phase of each project.

Additionally, it is a key principle of the Coronation Registrars Limited Quality Management System that controls are driven by business needs, which will be regularly communicated to all staff through meetings, emails, and briefings.

Continual Improvement

Coronation Registrars Limited Shall:

- Continually improve the effectiveness of the Quality Management System across all areas within scope.
- Enhance current processes to bring them into line with good practice as defined within ISO9001.
- Achieve ISO9001 certification and maintain it on an ongoing basis.
- Maintain certification to the ISO/IEC 9001 standards on an ongoing basis.
- Increase the level of proactivity (and the business perception of proactivity) regarding the ongoing management of quality.
- Make processes more measurable to provide a sound basis for informed decisions.
- Achieve an enhanced understanding of, and relationship with, the business units to which the QMS applies.
- Review relevant metrics on an annual basis to assess whether it is appropriate to change them, based on collected historical data and feedback from relevant sources.
- Obtain ideas for improvement via regular review meetings with stakeholders and document them.
- Review ideas for continual improvement at regular management meetings to prioritize them and assess timescales and benefits.
- Ideas for improvements may be obtained from any source including customers and suppliers.