

# Quality Policy Statement

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We are committed to providing sustainable world class financial solutions that exceed customer expectations.

We will;

1. Ensure that the customer is at the centre of our service delivery by providing timely and responsive services.
2. Build a motivated team comprising of competent professional staff committed to maintaining high standards of service delivery.
3. Continuously invest in dynamic systems and technology to satisfy customers' changing needs.
4. Continually seek feedback from customers and other stakeholders and improve our service delivery through monitoring, evaluation and periodic reviews.
5. Ensure adherence to regulatory and statutory requirements at all times.
6. Continuously review internal and external factors to ensure that they are relevant to the Banks' purpose & strategic direction.
7. Determine and address risks and opportunities that can affect conformity of products and services and the ability to enhance and maintain Quality Management System and customer satisfaction.
8. Continuously ensure management takes accountability for the effectiveness of the Quality Management System, ensure that resources needed for the system are available; including training, support, encouragement; and promote the use of a process approach and risk based thinking.
9. Ensure the policy is displayed, communicated, understood and applied within the Bank and is available to relevant interested parties as appropriate.

At Consolidated Bank we are committed to growing with you and partnering in achieving your success. This Quality Policy Statement provides a framework for establishing quality objectives. It shall be reviewed and revised periodically to take into account changing Quality Management Systems and other relevant practices.



Thomas Kiyai,  
**Chief Executive Officer**

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Consolidated Bank of Kenya Limited is regulated by the Central Bank of Kenya