



RACK CENTRE QUALITY POLICY STATEMENT

Rack Center Limited is committed to continually strive to delight our customers with the outstanding quality of our services. In our endeavour to achieve this objective, we will; nurture our people through quality-tailored awareness and training, in other to maintain & improve standards for optimal service delivery, while conforming to global best practice

The basic orientation of Rack Centre is to be recognized for excellent quality in the Data Centre industry. This will be achieved through:

- ❖ Consideration of the context of the organization and aligning the Quality Management System with the strategic direction of Rack Centre
- ❖ Satisfying customer and applicable statutory and regulatory requirements
- ❖ Management of the organization, along with employee-established quality objectives and defined responsibilities for their fulfilment
- ❖ Establishing, applying, maintaining and continual improvement of the effectiveness of the Quality Management System – ISO 9001:2015
- ❖ Continual enhancement of customers satisfaction
- ❖ Management taking authority of the enforcement of the Quality Management System
- ❖ Tracking and applying new technologies and educating employees
- ❖ Careful selection of suppliers in accordance with the ISO 9001:2015 standard
- ❖ Commitment to increase the quality of service in order to exceed customers' expectations
- ❖ Integrate continuous improvement into every day operations
- ❖ Continuously upgrading the Quality Management System in all stages ranging from client requests to delivery of services.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Ezekiel Egboye".

14 December 2022

Ezekiel Egboye

Chief Operating Officer