

QHSE Policy Statement

21st Century Technologies Limited (21CTL) is a licensed information communication and technologies services provider, fully mobilized and well positioned to build converged multi-service and efficiently managed networks nationwide.

21CTL has its head office at No.22A Admiralty Way, Lekki Phase 1, Lagos with branches nationwide.

Mission:

Our mission is to create a worry-free communications network that meets our customers' IT challenges and overall business goals. We are committed to provide health and safe working environment for our employees along with protecting the environment.

Policy:

We strive to be recognized by our employees, customers, community and shareholders as a responsible organization that conducts our business in a manner that conserves the environment, minimizes pollution and provides health & safe working environments. Our commitment to quality, environment and safety is reflected through programs focused on continual improvement and reasonable compliance with: applicable regulations, industry standards and best practices, and contractual requirements. Planned, integrated and consistent efforts involving every element of our organization; create these results.

21CTL and Staff are committed to provide the highest quality telecommunication services, our technical competencies and range of products and services meet and exceed our stakeholder's expectations and needs.

Quality is important to our business because we value our customers. We understand our customer's needs and realize that a long-term successful partnership can only be sustained by ensuring that high quality services is offered.

21st Century Technologies Limited is committed to delivering ICT solutions that will add value to our customer's operation, meet and exceed our customer's expectation in an environmental friendly approach and safe working environment for its employees.

To achieve this, the management has ensured that QHSE objectives are established and communicated to all staff. These Objectives are measurable and consistent with 21st Century Technologies Limited QHSE (IMS) Management system.

21CTL management is committed to provide the direction and means to implement the QHSE Policy through the following objectives:

- **Quality of Our Technology:** 21CTL is committed to improving user satisfaction, Control IT costs, reduce defects, improve IT infrastructure and application stability, and improve user perception of IT quality
- **Quality of our processes:** 21CTL shall untiringly work to improve the processes, procedures and methodologies to improve our quality experience of its customers.
- **Quality of our professional Experience:** Actively encouraging employee growth by providing the tools and necessary training needed to achieve quality services.
- **Quality of our Customers Experience:** 21CTL is committed to satisfying our customers' needs and expectations by providing high quality services first time a right, consistent, fair and impartial when handling complaints and Service Request; treating all complaints and service request received in line with laid down statutory and regulatory requirements;
- **Healthy & Safe Working Environment:** 21CTL is committed to provide a healthy and safe working environment by preventing all accidents, incidents and injuries, demonstrating QHSE leadership, accountability and commitment from all Directors, Managers, Supervisors and Employees.
- **Go Green Culture and Approach:** 21CTL shall act in a sustainable manner to preserve the scarce natural resources, minimize the consumption of energy and will systematically assess the environmental impact of its operations, and seek to segregate and reduce or eliminate waste, and prevent environmental pollution.
- **Effective implementation and continual improvement** of Integrated Management System and its objectives in compliance with ISO standard 9001:2015, ISO 14001:2015, OHSAS 18001:2007 and international best practices.
- **Compliance** with the applicable local regulations and international standards.

We at 21CTL will therefore establish and maintain a fully-fledged Integrated Management System including Quality, Environment and Health & Safety (QHSE) in the company that complies with national and international requirements & legislations, including those of ISO 9001:2015, ISO 14001:2015 and OHSAS 18001: 2007. Moreover, we will continually improve our IMS to enhance our quality, environmental and health & safety performance through feedback from internal & external customers and alignment with any applicable regulatory and statutory requirements.

Executive Vice Chairman Approval and Signature:



Wale Adebutu