



QUALITY POLICY STATEMENT

At RKCO East Africa Consulting, we are committed to delivering high-quality, professional, ethical, and value-driven consulting and advisory services that consistently meet or exceed the expectations of our clients and other relevant interested parties.

Our commitment to quality is embedded in the way we plan, deliver, monitor, and continuously improve our services. We recognise that quality is essential to maintaining client confidence, protecting our reputation, achieving sustainable growth, and delivering meaningful outcomes.

To achieve this commitment, RKCO East Africa Consulting shall:

1. Understand and meet client requirements by establishing a clear understanding of client needs, expectations, applicable contractual requirements, and agreed deliverables before and throughout each engagement.
2. Deliver professional and reliable services across our areas of expertise, including Governance, Risk and Compliance, Internal Audit, Information Systems Audit, Cybersecurity and Penetration Testing, Forensic Audit and Investigation, Fraud Risk Management, Digital Forensics, Management Consulting, Policy Development, ISO Advisory Services, Business Continuity Management, and Professional Training.
3. Maintain professional competence by ensuring that our personnel possess the appropriate knowledge, skills, qualifications, experience, and resources necessary to perform their assigned responsibilities effectively.
4. Uphold professional ethics and integrity by conducting our engagements objectively, independently, confidentially, transparently, and in accordance with applicable professional and regulatory requirements.
5. Apply a risk-based approach to the planning and delivery of our services, identifying and addressing risks and opportunities that may affect the quality of our work and the achievement of intended outcomes.
6. Comply with applicable requirements including relevant laws, regulations, contractual obligations, professional standards, client requirements, and other requirements applicable to our operations and engagements.
7. Protect client information by maintaining appropriate confidentiality, information security, data protection, and access controls throughout the engagement lifecycle.
8. Use appropriate methodologies and controls to ensure that our engagements are properly planned, adequately resourced, appropriately supervised, documented, reviewed, and delivered within agreed requirements.
9. Monitor client satisfaction and feedback and use relevant feedback, complaints, observations, performance information, and engagement outcomes to identify opportunities for improvement.
10. Continuously improve our Quality Management System by monitoring performance, evaluating risks and opportunities, addressing nonconformities, implementing corrective actions, reviewing quality objectives, and improving our processes.
11. Promote a culture of quality in which every employee, consultant, and associate understands their responsibility for delivering quality outcomes and contributing to the effectiveness of the firm's Quality Management System.
12. Maintain appropriate resources and infrastructure necessary to support consistent and effective service delivery, including competent personnel, technology, information, methodologies, and other required resources.
13. Maintain effective relationships with relevant interested parties including clients, employees, consultants, regulators, professional bodies, suppliers, partners, and other stakeholders whose requirements may affect our ability to deliver quality services.

Commitment to Continuous Improvement

RKCO East Africa Consulting recognises that quality is an ongoing commitment rather than a one-time achievement. We shall therefore regularly review our processes, performance, risks, client feedback, quality objectives, and the effectiveness of our controls to identify opportunities for improvement.

Management shall provide leadership, direction, resources, and support necessary to maintain and continually improve the effectiveness of the Quality Management System.

This Quality Policy provides a framework for establishing and reviewing measurable quality objectives and shall be communicated, implemented, maintained, and reviewed periodically to ensure that it remains appropriate to the firm's purpose, strategic direction, and operating environment.

All personnel working on behalf of RKCO East Africa Consulting are expected to understand and support this policy and to contribute to the achievement of our quality commitments.

A handwritten signature in black ink, appearing to read 'Ronald Kipchumba Toroitich'.

Ronald Kipchumba Toroitich
Chief Executive Officer