



Secure Tomorrow

Minet

AoW | Global Network Correspondent

QUALITY POLICY

Minet Kenya Insurance Brokers limited and its subsidiaries Minet Kenya Financial Services Limited and Minet Kenya Consulting Limited are committed to providing a well-managed quality management system (ISO 9001:2015) as Quality is important to our business because we value our esteemed customers. We will strive to provide our customers with products and services, in the provision of insurance and re-insurance brokerage services, pension administration, managed care, actuarial, wellness and risk consulting services which meet and even exceed their expectations as embedded in our five key values: Honesty, Expertise, Agility, Respect and Teamwork.

We are committed to implementation and establishment of a Quality Management System that conforms to all regulatory and statutory requirements and which provides a framework for measuring and improving our performance guided by our seven pillars focusing on Customer Service, Innovation, Digital Transformation, Operational Excellence, Marketing, People and Sales. Our commitment will focus on:

- Ensuring the organizational context is kept current with regards to internal and external issues as well as interested parties so as to support the organization's strategic direction.
- Providing sufficient resources to ensure that we can operate the management system based on ISO 9001:2015, the International Standard for Quality Management Systems.
- Continually monitoring and reviewing our Quality Policy to ensure that it remains relevant and effective to the changing needs of our customers.
- Continuous appraisal of our business to ensure that the quality of service we provide fully and consistently meets our customers' expectations and all current and impending statutory and regulatory requirements.
- The effectiveness of our quality system will be monitored by planned audits, management reviews and customer satisfaction surveys to ensure quality service delivery.
- Implementing robust risk management systems which identify risks and opportunities that can affect the conformity of products and services and the ability to enhance customer satisfaction.

We will seek opportunities for continual improvement to our Quality Management System and periodically report assessment in line with set objectives and targets. This policy shall be communicated and understood internally by all employees and externally by all stakeholders and shall be made available to all interested parties through the various channels of communication and on our website. It will be reviewed continuously to take care of changing quality management systems needs and practices. This Quality Policy provides the framework for setting quality objectives at all relevant functions and levels.

SAMMY MUTHU
MANAGING DIRECTOR
MINET KENYA INSURANCE BROKERS LIMITED

Risk. Reinsurance. People.

Minet Kenya Insurance Brokers is Certified and Licensed by Insurance Regulatory Authority Brokers, Reinsurance Brokers, Medical Insurance Provider, Risk Manager, Insurance Investigator