

## Quality policy statement

Helios Towers principal business lies in building, acquiring and operating telecommunications towers that are capable of accommodating and powering the needs of multiple tenants. Our Quality management System and specifically our Lean Six Sigma programme equip our local operating companies to consistently exceed our clients' expectations while delivering a program of ongoing operational improvement.

To achieve this goal Helios Towers shall:

- Engage and train personnel that are competent and knowledgeable to execute their roles and responsibilities effectively.
- Ensure that outsourced service providers working on behalf of Helios Towers offer services that meet both our expectations for quality, as well as those of our customers.
- Ensure compliance to relevant regulatory, industry and international standards including ISO 9001:2015
- Continually improve the Quality Management System by establishing, reviewing and monitoring functional objectives periodically.
- Ensure that the policy is communicated and understood within the organisation and interested parties.

This policy shall be reviewed from time to time for its suitability to the company's goals

Authorised by:



Kash Pandya, Group Chief Executive Officer

Date: 22<sup>nd</sup> September 2020