

## Quality Policy Statement

Helios Towers is a leading independent telecoms infrastructure company operating across Africa and the Middle East. Our principal business is building, acquiring and operating telecommunications towers that can accommodate and power the needs of multiple mobile network operators (MNOs).

Our Quality Management System and specifically our Business Excellence Strategy equip our colleagues to consistently exceed our customers' expectations through delivering operational efficiencies and improvements.

We will:

- engage and train colleagues so that they are competent and knowledgeable to execute their roles and responsibilities effectively
- ensure that contracted partners 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 this policy is communicated and understood within the organisation and interested parties.

We are committed to engaging with stakeholders to ensure we improve our Quality Management System. We will review and revise this policy as necessary on an annual basis.

**Authorised by:**



Tom Greenwood

Group Chief Executive Officer

06 September 2024