



QUALITY POLICY

VG Pensions is committed to providing quality pension administration services that constantly meet the needs and expectations of our stakeholders. Our driving force is the desire to create value for all our stakeholders particularly the contributors whose quality of life after retirement is determined largely by how well we invest their funds and the quality of pension administration services we render to them.

To enable us meet and exceed the expectations of our clients we will continually set for ourselves high but achievable and measurable goals at all levels across the organization and ensure that we have structured and effective processes with competent and customer-focused staff.

VG Pensions is committed to the proper implementation, maintenance, and continual improvement of ISO 9001: 2015 Quality Management System Standard as well as satisfying applicable statutory, regulatory, and legal requirements.

This quality policy has been communicated to all employees and relevant interested parties and is subject to review annually to ensure its continuous adequacy and suitability.

CORPORATE QUALITY OBJECTIVE

To achieve the corporate policy, VG Pensions shall:

- Achieve 100% compliance with all applicable laws and regulations relating to its business
- Obtain not less than 90% customer satisfaction rating annually
- Ensure 100% availability and protection of customer data where and when needed
- Achieve 100% adherence to service rendition procedures, while protecting the integrity and reputation of the business
- Increase staff competence level through regular quality training annually to improve internal efficiency and achieve quality service delivery

A handwritten signature in blue ink, appearing to read "Godson Ukpevo", is written over a horizontal line.

GODSON UKPEVO

Managing Director/CEO

Date: 22/6/2021