

INTEGRATED MANAGEMENT SYSTEM POLICY

Go2Solve Limited provides enterprise digital transformation services, including enterprise business solutions implementation, cloud services, custom software design, development, deployment, operation, maintenance and support, advanced analytics and business intelligence, technology consulting and advisory services, AI-enabled workplace solutions, and technology manpower outsourcing services to organisations across Sub-Saharan Africa.

Go2Solve Limited is committed to maintaining an Integrated Management System comprising its Quality Management System (QMS), Information Security Management System (ISMS) and IT Service Management System (ITSMS). The IMS is appropriate to the purpose and context of the organisation, supports its strategic direction and provides the framework for establishing and reviewing quality, information security and service management objectives

To achieve this, we are committed to:

- **Customer and quality excellence:** Determining and meeting applicable customer, contractual and other requirements; delivering quality products and services; and enhancing customer satisfaction through effective planning, monitoring, measurement and continual improvement. We provide objective recommendations to customers and, where a standard solution better meets their requirements than a bespoke solution, we will recommend it accordingly.
- **Information security:** Protecting the confidentiality, integrity and availability of information through appropriate organisational, physical and technical controls, information classification, and the identification, assessment and treatment of information security risks.
- **IT service management.** Planning, designing, transitioning, delivering, monitoring and improving IT services in accordance with agreed requirements and service levels, including effective incident, problem, change, service continuity and continual improvement practices.
- **Compliance and third parties.** Meeting applicable legal, regulatory, contractual and other obligations relevant to our operations, including applicable tax, data protection, cybersecurity, employment and other legal and regulatory requirements, and effectively controlling externally provided products, services, suppliers and subcontractors so that applicable quality, security and service requirements are maintained.
- **Risk, resilience and continuity.** Identifying, assessing and treating risks and opportunities that may affect business objectives, service delivery, information assets and customer satisfaction, while maintaining and testing appropriate arrangements for information security, service continuity and operational resilience.
- **Competence and resources.** Providing competent personnel, adequate resources, infrastructure, technology and awareness necessary for effective implementation and continual improvement of the IMS.
- **Performance and continual improvement.** Establishing measurable IMS objectives, monitoring and evaluating performance, conducting audits and management reviews, addressing nonconformities and opportunities, and continually improving the suitability, adequacy and effectiveness of the IMS.

Top Management is accountable for the effectiveness of the Integrated Management System and provides the leadership, resources and support necessary to achieve its objectives and commitments. All employees, consultants, contractors and personnel seconded to client organisations while working under the control of Go2Solve Limited are responsible for complying with this policy and applicable IMS requirements.

This policy is communicated throughout the organisation, maintained as documented information, made available to relevant interested parties upon request, and reviewed at planned interval annually and whenever significant changes occur, to ensure its continuing suitability, adequacy and effectiveness.

Approved by: Management

Effective Date: 20th October 2026