

# Quality Policy Statement

## ISO 9001:2015

Fidelity Life Assurance of Zimbabwe is one of the leading players in the Zimbabwean Financial Services sector and the region. In pursuit of excellence, we have implemented the ISO 9001:2015 Quality Management System to which Executives, Management and Staff are fully committed. Our Quality Management System provides a framework for measuring and improving our overall business performance and supports our company strategy and business plan.

By conscientiously adhering to the ISO 9001:2015 Quality Management System, we seek to:

- Provide appropriate financial products that create lifelong value for our customers.
- Understand and implement relevant actions in line with our operational environment.
- Promote operational efficiency including the monitoring and measurement of results.
- Provide adequate infrastructure and financial resources necessary for the operation of the business.
- Promote product innovation including the conformity of our products and services.
- Address the concerns and legitimate interests of all our stakeholders.
- Meet the current and future requirements of our customers.
- Promote corporate social responsibility.
- Promote the use of the process approach and risk based thinking including evaluating the effectiveness of actions taken.
- Provide adequate training, support & resources to all employees including evaluating the effectiveness of the actions taken.
- Monitor and measure the performance of the Quality Management System including reacting to opportunities and threats as appropriate.



Rueben Java  
Chief Executive Officer

15 November 2017



**FIDELITY LIFE**