

QUALITY POLICY STATEMENT

Medcourt Support Services Ltd (MSSL) is a wholly indigenous Health Solutions company based in Lagos, Nigeria. The company was established to bring a paradigm shift to the medical support services industry in Nigeria through the adoption of innovative technologies, exceptional customer service and an onerous dedication to healthcare improvement.

At the heart of Medcourt Support Services is our technical expertise, high quality of service and partnerships with like-minded world class companies designed to bring value to customers, our partners and shareholders. With many years of experience delivering bespoke medical support services to B2B and B2C clients, we have enhanced our services and are better positioned to manage complex medical support processes with enough flexibility to respond to changing clients' needs in real-time.

We are a customer-centric company with a laser-sharp focus on the people and companies who need our services the most. We are accurate and have maintained a culture of prompt response and attention to detail. On the global and local landscape where the medical industry is buffeted by numerous challenges, Medcourt Support Services has honed a very specific set of skills and connections to navigate these challenges while staying grounded in the local culture.

We are committed to ensure adherence to and satisfaction of customers and all applicable requirements to which the organization subscribes.

MSSL also monitors its performance regularly and strive for the continual improvement of our services and the QMS by constantly reviewing this policy for suitability during management review meetings.

The above policy statement is appropriate to the scope and nature of our operations defined in the scope of operations; the context of our organization as defined in our Quality Manual and supports its strategic direction as detailed in the Business Plan.

It provides a framework for the establishment and reviewing of the annual quality objectives which shall be developed by each process head and approved by top management for implementation.

This policy is also communicated, understood by all personnel and applied within the organization. It is also made available to relevant interested parties as appropriate to our organization and maintained as documented information.

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Adegboyega Oridota
(CEO Sign/Date)