

8th January 2024

Dear Customer,

Dakar Software Systems achieves ISO 9001 and ISO 27001 certification

We are delighted to share with you the exciting news that Dakar Software Systems has successfully achieved ISO 9001 and ISO 27001 certification. This accomplishment after 2 years of restructuring and reforming all our internal and external processes, reflects our unwavering commitment to quality management and information security, and we are eager to outline the significant benefits this brings to both our organisation and to our valued clients.

ISO 9001 Certification: Elevating Quality Standards

The ISO 9001 certification is a testament to our dedication to providing high-quality services consistently. This achievement underscores our commitment to meeting and exceeding customer expectations, streamlining internal processes, and fostering a culture of continuous improvement. As a result, you can expect the following benefits:

- **Improved Service Quality:** Our adherence to ISO 9001 standards ensures that our services are delivered with a focus on quality, resulting in enhanced customer satisfaction.
- **Efficient Operations:** The implementation of robust quality management systems leads to streamlined processes, increased efficiency, and a proactive approach to problem-solving.

ISO 27001 Certification: Strengthening Information Security

Securing sensitive information is paramount in today's business landscape. Our ISO 27001 certification demonstrates our commitment to maintaining the highest standards of information security. This certification brings several advantages to both our organisation and our clients:

- **Enhanced Data Security:** ISO 27001 certification assures our clients that we have implemented comprehensive measures to protect sensitive information, ensuring confidentiality, integrity, and availability.
- **Compliance with Regulations:** Our adherence to international information security standards positions us to meet regulatory requirements, providing our clients with confidence in our commitment to data protection.

What This Means for you as our valued client

We understand that the success of our clients is intertwined with ours, and we are committed to delivering even greater value through these certifications:

1. **Risk Mitigation:** ISO 27001 certification assures you that we have robust information security controls in place, minimising risks associated with data breaches and cyber threats. The fact that Dakar's in-house hosting environment is approved, secure and reaches a high level of security-related standards is your guarantee for peace of mind when entrusting the hosting of your data to Dakar.
2. **Reliability and Consistency:** ISO 9001 certification reinforces our commitment to consistent service quality, ensuring that you receive reliable and high-quality services throughout our partnership.
3. **Collaborative Success:** These certifications signify our dedication to excellence and continuous improvement, aligning with our shared goal of achieving success together.

We are excited about the positive impact these certifications will have on our ongoing collaboration and we look forward to continuing our journey toward excellence.

Thank you for your continued trust and partnership.

A handwritten signature in blue ink, appearing to read "David Schranz".

David Schranz
Chief Executive Officer