

Shelter Afrique Receives ISO Certification

- *The certification is valid for the next three years, with renewal set at the expiry of the implementation period.*

Nairobi: March 4, 2020 – Pan African housing development financier Shelter Afrique has received ISO (International Organization for Standardization) 9001:2015 certification for Quality Management Systems from Bureau Veritas Certification Holding SAS (UK Branch), accredited by United Kingdom Accreditation Service (UKAS) Management System.

The certification is a global recognition of the management and staff commitment to improved corporate governance through the improvement of our processes, systems, management controls and risks. This will ensure that our crucial stakeholder needs are handled more effectively and efficiently.

Speaking at The Company's Headquarters in Nairobi, Shelter Afrique's Chief Executive Officer Andrew Chimphondah said the certification was "a deliberate response to support the key strategic goal to foster organisational sustainability through improved governance. Through the ISO certification, the company has demonstrated its ability to consistently improve its processes, products and services to become more customer-centric."

"The company's attainment of this feat reassures key stakeholders of our resilience and continuous improvements in line with global best practice. The company will continuously strive to improve its processes, systems, services and products to ensure that our customers enjoy a seamless hassle-free experience organisation structure, standardising its products and services towards offering the best quality of services," Mr Chimphondah said, adding that the certification had built a stable platform for the company to approach and apply the international standards to its quality management systems.

He said certification would help the company to manage high customer expectations while making improvements to product quality and operations while addressing organisational risks and opportunities in a structured manner.

"This higher-level certification demonstrates how Shelter Afrique strives to execute on its mandate in a structured and well-governed manner. ISO 9001:2015 will help us further improve our internal processes and customer support, as we continue to address the issue of affordable housing across Africa," Mr Chimphondah said.

The certification is valid until 2023, with renewal set at the expiry of the implementation period.

"Through the Enterprise Risk Management function, management has taken appropriate measures to ensure that all the requirements of the standard are maintained and implemented through-out the three-year validity period," Mr Chimphondah said.

ISO is the world's largest developer and publisher of international standards. ISO 9001:2015 is a company level certification based on the standard published by ISO titled "Quality Management Systems". The standard is a non-industry specific certification and is intended for any organisation that wants to implement and maintain a quality management system.

Notes to editor

About Shelter Afrique

Shelter-Afrique is a pan African housing finance and development institution established by African governments to address the need for sustainable housing delivery system and related infrastructure projects in Africa. Shareholders include 44 African countries, the African Development Bank, and the African Re-Insurance Corporation. The company's mandate is to provide financing by way of debt, quasi-equity and equity to both public and private institutions for housing and urban infrastructure projects in its member countries.

Shelter Afrique builds strategic partnerships and offers a host of products and related services to support the efficient delivery of affordable housing and commercial real estate. These include project finance, institutional lending, equity investments & joint ventures, trade finance, and social housing. We also offer practical advice and technical assistance to a wide range of industry stakeholders.

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