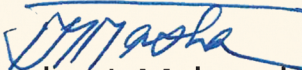




QUALITY POLICY STATEMENT

The National Social Security Fund (NSSF) is committed to providing social security services by effectively implementing its mandate, which includes registering employers and members, collecting contributions, investing and paying benefits.

The Fund is determined to continue providing quality social security services that meet the requirements of **ISO 9001:2015**, applicable laws, regulations and guidelines so as to meet the expectations of its members and other stakeholders. This will be achieved by ensuring the availability of adequate resources, competent employees and efficient operational systems. Accountability, Integrity, Innovation, Teamwork, Transparency and a sustainable Quality Management System are the cornerstone of quality services which build trust and confidence of members and other stakeholders.


Masha J. Mshomba
DIRECTOR GENERAL