



## QUALITY POLICY

Quality is the foundation of our company and is fully embedded in our purpose and value. Our commitment is to never compromise on the safety, compliance and quality of our products and services. This requires teamwork, engagement, ownership and support by everyone and in this context we are committed to providing the required leadership, management and resources.

### **We are committed to:**

- Meeting legal requirements.
- Continually improving our IMS.
- Meeting the needs and expectations of interested parties.

### **To achieve this, we will:**

- Provide our customers with a quality product in accordance with their expectations.
- Provide our customers with free content, information and industry insight to improve their product knowledge.
- Provide timely and accurate support to our customers
- Listen to our customers when developing and enhancing our products.
- Provide an environment where staff can grow and learn new skills.
- Provide a return to shareholders

### **We will measure our progress through:**

- Setting objectives
- Documenting plans
- Reviewing performance

### **We will enable this by:**

- Training our employees
- Training our Partners
- Improving our Products and services
- Investing in resources
- Investigating new technologies

Policy Authorised By

S Grant  
Director