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Business Management System  
Quality Policy

2021

## Document Details

### DOCUMENT CONTROL

#### Document History

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### Responsibility (and sign-off) Matrix

The following people have been assigned sign-off responsibility for this document.

Name	Role	Responsibility	Confirmation
Pete O'Sullivan	Head of Operations	Author	Yes
Tim Bawtree	Chief Executive Officer	Authoriser	Yes

### References and Associated Documents

Title	Location (including filename)

### Next Review

Date of Next Review
June 2024

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## QUALITY POLICY

The objective of Quantum Switch is to design, build and operate high available and secure data centre facilities for its customer (s).

To achieve this objective, the organisation will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2015.

As such, the Senior Management of Quantum Switch are committed to the following:

- Establish measurable quality and business objectives that are consistent with the context and strategic direction of the organisation and address risks and opportunities associated with them;
- Ensure quality objectives help the organisation achieve customer requirements by:
  - Delivering high levels of critical power availability
  - Delivering high levels of critical cooling and humidity control availability
  - Delivering high levels of Physical and IT Security
- Monitor and measure the effectiveness of its business processes and objectives through management reviews and the internal audit process;
- Proactively seek feedback from customers on how well its products/services meet their requirements and set objectives for continual improvement;
- Analyse the causes of any complaint or problem, and take appropriate action to prevent recurrence;
- Select and work closely with suppliers who enable the organisation to create and deliver a reliable performance;
- Recruit employees who are customer-focused and support them with appropriate training and systems to ensure their competence always meets the organisation's requirements;
- Provide a work environment that promotes the wellbeing of its employees and encourages positive teamwork;
- Encourage all employees to identify problems and make suggestions to improve all aspects of the organisation's products/services and business processes;
- Ensure that all employees are aware of the Quality Policy and are committed to the effective implementation of the Quality Management System;
- Ensure that the organisation complies with all necessary regulatory and legal requirements.

The continual improvement of the organisation's Quality Management System is fundamental to the success of its business, and must be supported by all employees as an integral part of their daily work.

Signed on behalf of Senior Management

*Tim Bawtree*

Tim Bawtree

Chief Executive Officer

08 September 2021