

## QUALITY POLICY STATEMENT

It is the policy of the FullFibre Limited to provide its customers with a service that fulfils their specified requirements. To assist this policy we have prepared and implemented a Quality Management system to the requirements of the ISO 9001:2015 standard which also takes into account our organisational context.

The following principles are applied throughout the company:

- strive to satisfy the requirements of all of our customers, stakeholders and interested parties whenever possible, meeting and exceeding their expectations;
- comply with all legal requirements, codes of practice and all other requirements applicable to our activities;
- the reduction of hazards, prevention of injury, ill health and pollution;
- provide all the resources of equipment, trained and competent staff and any other requirements to enable these objectives to be met;
- ensure that all employees are made aware of their individual obligations in respect of this quality policy;
- maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on "risk".
- ensure that the networks we build are delivered, tested and maintained to high standards, delivering high uptimes and quality of service to customers and end users.
- monitor the performance of all elements of our network against pre-defined KPIs, ensuring we at least meet, and by norm exceed, our customers and end users' expectations.

The ISO system defines the commitments of the company that are employed to ensure Customer Satisfaction. Quality objectives are set annually at management review meetings when this policy is also reviewed and approved.

This policy is available to all staff within the organisation and also made available any interested parties upon request.

Approved By: Oliver Helm

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