

## Quality Policy

### Policy Statement

We believe that quality is critical to delivering and exceeding the expectations of our customers. Quality is therefore integral to every business activity we pursue. Our approach to quality is based on the following principles:

**1. Customer Focus**

one&zero exists to ensure that our customers obtain the greatest value from their chosen service providers. We will work to ensure our customers' needs and objectives are met, or exceeded, on every project.

**2. Process Approach**

We believe that the standardisation of our processes and procedures is central to ensuring our clients receive the same level of performance from their service provider on every operation. We will manage our activities as a series of planned processes to deliver measurable consistency in meeting our quality objectives.

**3. Leadership and Commitment**

We are committed to providing the required leadership, management and resources to deliver on our commitment to quality. We will continuously work to provide an environment in which our people are fully engaged in establishing and reaching our quality objectives. We will ensure that the Quality Policy is reviewed annually and communicated to all employees and third parties.

**4. Continuous Improvement**

We will ensure that one&zero will continue to innovate and improve the quality of services delivered to our customers. This will be delivered through effective and efficient management of our quality processes, measurement of our process performance against specific objectives, and listening to our customers and our people.

**5. Planning**

We will consider issues which are internal and external to the organisation which may have a positive or negative impact on delivering our quality objectives. Opportunities will always be assessed to enhance desirable effects, and risks will always be assessed to prevent loss or reduce undesired effects.

### Scope

This policy applies to all employees and sub-contractors of the Company.

A handwritten signature in black ink, appearing to read 'Jack Willis'.

Jack Willis

Director

07-May-2020