



INTEGRATED SYSTEM POLICY

QUALITY



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1. SCOPE

- 1.1. X-Net complies with all relevant statutory and regulatory requirements and constantly monitors its quality performance and implements improvements where appropriate.
- 1.2. X-Net operates an Integrated Management System (IMS) which has accredited certification to ISO 9001 Quality Management, ISO 14001 Environment Management, ISO 27001 Information Security and ISO 45001 Occupational Health and Safety Management. Including aspects specific to IT Services, e-business solutions and e-business hosting.

2. POLICY STATEMENT

- 2.1. X-Net aims to ensure its products and services meet the requirements of its customers at all times in accordance with our IMS, contractual requirements, policies and procedures.
- 2.2. The management team will show commitment and leadership through, but not limited to the following:
 - 2.2.1. Developing and improving the IMS.
 - 2.2.2. Continually improving the effectiveness of the IMS.
 - 2.2.3. The enhancement of customer satisfaction by anticipating and complying with their requirements.
- 2.3. Management has a continuing commitment to:
 - 2.3.1. Ensure customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction.
 - 2.3.2. Communicate throughout X-Net the importance of meeting customer needs and all relevant statutory and regulatory requirements.
 - 2.3.3. Establish SMART Quality Objectives in accordance with the risks and opportunities within X-Net.
 - 2.3.4. Ensure Management Reviews review and set the quality objectives taking into consideration reports of internal and external audit results as a means of monitoring and measuring the processes and the effectiveness of the IMS.
 - 2.3.5. Ensure the availability of resources and provide relevant training.



2.4. This Quality Policy is regularly reviewed in order to ensure continuing suitability. Copies are made available to all personnel. Copies of the minutes from the Management Reviews, or extracts thereof are provided to individual personnel in accordance with their role and responsibilities as a means of communicating the effectiveness of the IMS.

2.5. All personnel understand the requirements of this Quality Policy and abide with the requirements of the IMS.

3. COMPLIANCE

3.1. Personnel are invited to comment on this policy and suggest ways in which it might be improved.

3.2. X-Net reserves the right to amend this policy at any time and will publish updated versions to all personnel.