



QUALITY POLICY

To define the purpose and strategic direction of our Quality Management System for internal and external stakeholders

Date: 25/04/2024

Version 1

Classification: Restricted

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1. Purpose and Scope

PURPOSE - The purpose of this document is to define the purpose and strategic direction of our Quality Management System for internal and external stakeholders.

SCOPE - This policy is applicable to all products, services, processes and personnel within the scope of Genius Software Solutions Limited's Quality Management System (QMS).

2. Quality Policy

Quality, reliability and customer satisfaction are key aspects of our organisation.

As a company we are committed to the ISO 9001:2015 Quality Management Standard. We achieve this by maintaining and continuously improving our Quality Management System (QMS), to ensure that we provide our customers with products, services and support that always meet their needs.

We will continuously strive to improve our products, services and support, driven by our risk assessments and QMS objectives. Our company mission is to continuously improve our sales, products, services and support and internal processes, thus providing our customers with the best possible services and experience in the marketplace.

We will ensure, to the best of our ability, that all legal requirements applicable to our business are met.

We will set quality objectives that take into account the requirements of all internal and external parties, and communicate these Objectives and performance against them to all interested parties.

We will provide a measurable quality service to all internal businesses and external clients.

We will continuously support and develop staff at all levels throughout the business, and ensure roles, responsibilities, procedures & policies are understood by all.

Our culture focuses on quality and continuous improvement for our customers, shareholders, suppliers and employees, achieved through this methodology.

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3. Enforcement and Violations

ENFORCEMENT - Genius Software Solutions Limited expects all relevant personnel to comply with the terms of this policy and all other policies, procedures, guidelines and standards published in its support. Management are responsible for ensuring that the policy is implemented within their area of responsibility.

VIOLATIONS - Violations of this policy shall result in disciplinary action and/or legal ramifications by the organisation. Disciplinary action will be consistent with the severity of the incident as determined by an investigation and as deemed appropriate by Management and HR.

Compliance with this policy will be reviewed by the organisation’s Internal Audit Team.

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