



QUALITY POLICY

The objective of The Onstream Group is to deliver exceptional services to our clients, based on our values of

- Entrepreneurship
- Innovation
- Integrity
- Passion
- Quality

In order to achieve this objective, the Company will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2015.

In particular, the Company will:

- Set measurable objectives that will help achieve customer requirements, including:
 - **All** our global operations will always be certified to ISO 9001:2015 to demonstrate externally and internally, our commitment to **delivering local services to global standards**
 - Ensure all our staff have the appropriate qualifications for the work they do for our clients. We will draw on a worldwide talent pool, following a rigorous recruitment and ongoing development programme
 - **Proactively seek feedback** from customers on how well our products and services meet their requirements to enable us to **set objectives** for continual improvement
- Monitor and measure the effectiveness of our business processes and objectives through Management Reviews and internal audit
- Analyse the causes of any complaint or problem, and take appropriate action to prevent recurrence
- Select and work closely with suppliers who enable the Company to create and deliver a reliable performance
- 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 our 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 Company complies with all necessary regulatory and legal requirements

The continual improvement of the Company'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.

Business management and Technical Director

Date: 05/12/2017