

Quality Policy Statement

Impact IT Solutions (UK) Limited

At Impact IT Solutions (UK) Limited, our Quality Policy reflects the purpose and context of our organisation and aligns with our strategic direction. We are committed to consistently delivering high quality products and services that meet or exceed the expectations of our clients, stakeholders, and regulatory bodies. Through the achievement of our quality objectives and a culture of continual improvement, we ensure the long term success and resilience of our business.

To support this commitment, Impact IT Solutions has established and maintains an Integrated Risk Management System that incorporates a Quality Management System (QMS) aligned with the requirements of ISO 9001:2015.

Our Objectives:

- To consistently meet customer requirements and enhance satisfaction
- To deliver services right the first time, every time
- To reduce process errors and non-conformities through proactive risk-based thinking
- To ensure timely delivery of products and services
- To maintain strong communication and feedback channels with clients
- To regularly monitor and evaluate performance through measurable quality objectives.

Our Commitments:

- Senior management is committed to leadership, support, and continual improvement of the QMS and ensuring it is integrated into our operations
- All employees are encouraged to take ownership of quality and contribute to our improvement efforts
- We will comply with all applicable statutory, regulatory, contractual, and other applicable requirements
- We will provide appropriate training and resources to ensure staff have the skills and knowledge to meet our quality standards
- We will review objectives, customer feedback, and performance data regularly to identify opportunities for improvement.

This policy is communicated to all employees and relevant interested parties and is available upon request. It is reviewed annually or when significant changes occur to ensure it remains appropriate and effective.

Impact IT Solutions (UK) Ltd.

Registered in England & Wales: 05006322

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