QUALITY POLICY

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

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1	30/10/2024	Sarah Howell

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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 HTG's Quality Management System (QMS).

2. Quality Policy

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

As a company that is the provider of information technology managed services and consultancy, cloud hosting services, end-user computing, virtualization and security solutions, SLT and employees of HTG are committed to entrenching 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.

Our culture focuses on quality and continuous improvement for our customers, shareholders, suppliers and employees. Our company mission is to continuously improve our internal processes, thus providing our customers with the best possible experience.

We will continuously strive to improve our products, services and support, driven by our risk assessments and QMS objectives, which will allow us to gain a competitive advantage, as well as reinforcing and enhancing the company's reputation and image.

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

SLT is dedicated to allocating the necessary resources to consistently achieve and uphold the highest standards of quality.

We will ensure arrangements are made for effective communication and the promotion of competency throughout the company by educating and training our staff.

3. Enforcement and Violations

ENFORCEMENT - HTG expects all relevant personnel to comply with the terms of this policy and all other policies, procedures, guidelines and standards published in its support. SLT 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 SLT and PX.

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