



QUALITY POLICY STATEMENT

DOCUMENT HISTORY

Document Owner:	CEO
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QUALITY POLICY STATEMENT SCP-P-026

SecureCloud+ is dedicated to achieving sustained profitable growth by providing solutions and services which consistently satisfy the needs and expectations of our customers. The goal of the company is to achieve a high level of customer satisfaction at all times from initial contact, design, delivery and through to ongoing support.

To achieve this, the Company operates a Quality Management System in accordance with the requirements of BS EN ISO 9001 and will satisfy all applicable requirements.

SecureCloud+ has developed a culture whereby the people and processes employed are focused on ensuring that we are perceived by our customers as a company whose solutions, services and support consistently outperforms those of our competitors.

Our guiding principles are that we will:

- continuously improve our services and processes by employing performance monitoring, customer feedback and employee feedback mechanisms
- resolve any problems that a customer may have with our services promptly and decisively to their satisfaction and where possible take actions to avoid re-occurrence
- complete all we have agreed to do, keeping our customers informed of progress
- strive to be the preferred trusted provider of managed services in our chosen field
- provide access to appropriate training to ensure employees understand how to perform their job and encourage everyone to 'do it right, first time'.
- strive to build a company that is regarded by its employees as one they are proud to work for, that communicates with them, listens and responds appropriately, values them and invests in them
- regularly review and improve the effectiveness of the Quality Management System
- reflect these principles of objective assessment and continuous improvement in all aspects of our business

SecureCloud+ has the following Corporate goals:

- Returning value to Shareholders and other Stakeholders by increasing the value of the Company, and making wise investments, this will be achieved by
 - Creating a successful brand and developing our own intellectual property.
 - Win and retaining enduring services contracts.
 - Extend our footprint into other markets.
- Meet our revenue and profit target for Financial growth by
 - Exploit existing services and develop incremental high margin services.
 - Careful resource planning to meet demand.
 - Using targeted marketing to create awareness and lower our overall cost of selling.
- Embedding quality, security and Environmental planning in everything we do by
 - Provide consistent quality in the delivery of our services, design, development, engineering, onboarding and training.
 - Extend the breadth and depth of our policies, processes and procedures documentation.

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- Monitoring and continually improving our quality documentation.
- Demonstrate our competency externally by obtaining relevant certifications and accreditations.
- Attract, retain and grow
 - Become Employer of choice – Talent attraction and Retention
 - Invest in our people and grow our own.
 - Proactive approach to resource planning.
 - Create value through reward and recognition.

Objectives, needed to ensure that the goals of the Company are met, will be determined and set by the board and management team. These measurable objectives will be detailed in our Quality Plan, reports monitoring our progress will be reviewed by the management team on a monthly basis.

We will ensure that our employees understand and fully implement our Company's policies and objectives and are able to perform their duties effectively through ongoing training and development programmes.

SecureCloud+ is committed to continuous improvement and we will maintain the necessary quality standards consistent with our customers' requirements.

Signed:

Peter Williamson - Director

Date: 28th June 2023

2. REVISION /APPROVAL

This policy shall be revised accordingly to SCP-P-001 (document control). The approval person for this policy shall be the Quality Assurance Manager and Document owner.

REVISION RECORD

DATE	REV.	COMMENT	APPROVAL
11-Aug-16	1.0	First Issue	P. Jackson
30-Mar-17	2.0	Title changed in document history box, page 1	P. Jackson
06-Nov-17	3.0	Goals added as a framework for setting objectives, commitment to satisfy all applicable requirements and a commitment to continuous improvement added.	P. Jackson
17-Jun-21	4.0	Reviewed and changed issue date	P. Jackson
11-Aug-22	5.0	Reviewed and changed issue date.	QM. P. Jackson DO. P. Williamson

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29-Mar-23	6.0	Reviewed and changed issue date.	QM. P. Jackson DO. P. Williamson
28-Jun-23	7.0	Corporate goals changed	QM. <i>P. Jackson</i> DO. <i>P. Williamson</i>

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