



## Quality Policy

Interactive's framework for setting quality objectives is determined by our customers' expectations. They are outlined in our Context document and Business Objectives document that are available on the corporate intranet, The Wire. At Interactive, our quality objectives are our business objectives. They exist at all levels of the organisation from strategic plans through to department and individual role Key Performance Indicators (KPIs).

These objectives are there to ensure that Interactive achieves its purpose to 'keep technology human', its vision of being a 'trusted technology partner' and its mission of 'exceptional service delivery'.

- All staff should be aware of the business objectives and how they contribute to them.
- The business objectives are measured frequently via senior management reporting and other internal reporting.
- Interactive is committed to providing quality Cloud, Cyber and System solutions and to:
  - Ensure that quality is built in at all levels through use and continual improvement of a sustainable business management system certified to international standard ISO 9001.
  - Create an ethical, safe and secure environment for our employees that is free from discrimination.
  - Develop a sustainable business through growth, profitability and Corporate Social Responsibility.
  - Ensure that suppliers and subcontractors are aware of our requirements for goods and services and dealt with in a professional business manner.
  - Guarantee that all who work for Interactive are made aware of, understand and have access to the company's Quality Policy and procedures as appropriate.
  - Review the suitability of the Quality Policy and quality objectives on a continual basis.



Interactive's Corporate Identity is to:

- Attract and retain talented people
- Be viewed as a positive, dynamic, professional organisation that consistently delivers high quality services

Signed by:

A handwritten signature in black ink that reads "Alex Coates".

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Alex Coates

**Chief Executive Officer**



## Document History & Approval

Date	Description	Author	Approver
28 January 2026	Policy resigned by Chief Executive Officer	Head of Risk & Compliance, Melanie Nguyen	Chief Executive Officer, Alex Coates