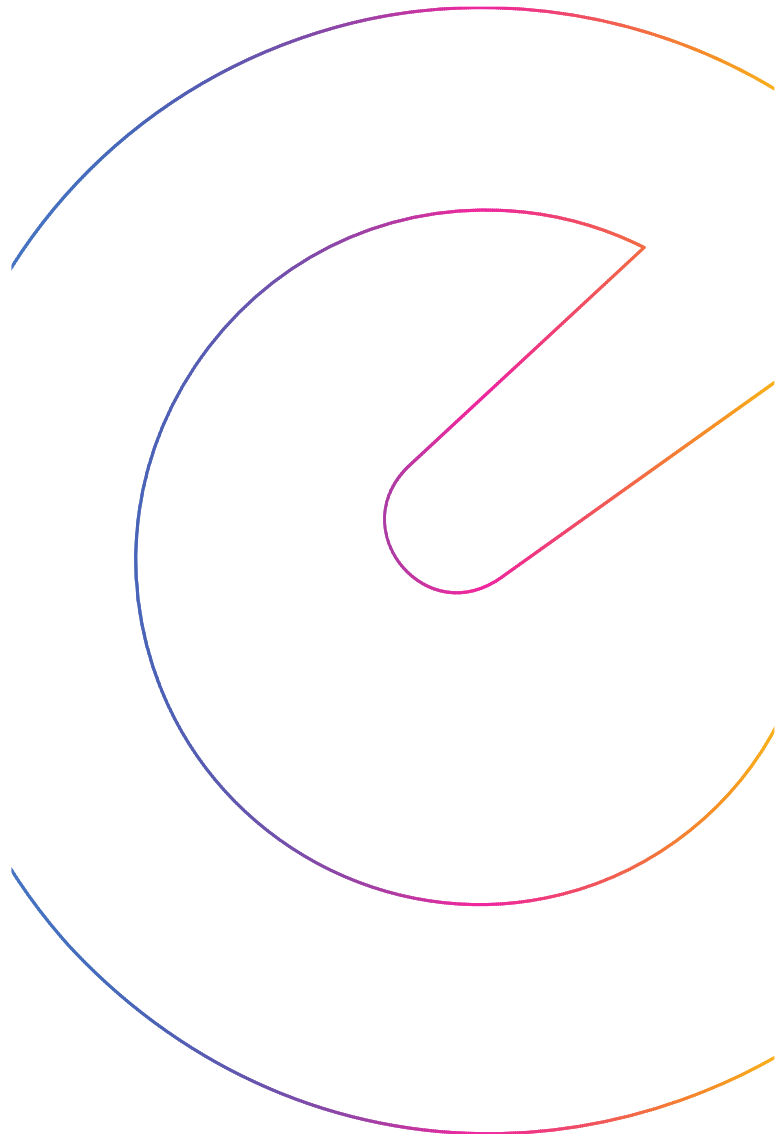




Quality Policy

By: Georgie Hilton

Version: 3.1

Presented to: edison365

Classification: Unrestricted

Published: 02/09/2026

Quality Policy

Version History

Version	Date	Author	Comments
1.0	25/02/2021	Harj Gill	Final Version Publish
2.0	26/11/2021	Georgie Hilton	Update and Review
2.1	2/11/2021	Jack Selman	Sign off and Publish
2.2	24/10/2022	Georgie Hilton	Annual Review
2.3	20/11/2023	Georgie Hilton	Annual Review
2.4	08/10/2024	Georgie Hilton	Annual Review
3.0	18/11/2025	Georgie Hilton	Annual review, update based on core requirements
3.1	02/09/2026	Georgie Hilton	Annual Review

Contents

Policy	3
Statement	3
Principles	3
Customer Focus	3
Continuous Improvement	3
Employee Involvement	3
Compliance	3
Efficiency and Effectiveness	3
Sustainability and Innovation	3
Risk Management and Opportunity	4
Communication	4
Review	4
Responsibility	4
edison365 Management Team	4
Employees	4
Implementation	4
Implementation Procedure	4

Policy

At **edison365**, we are committed to delivering innovative business transformation solutions that empower organizations to turn ideas into reality. Our Quality Management System supports the strategic direction of edison365 by ensuring consistent delivery of solutions that meet customer, statutory, regulatory, and business requirements while driving continual improvement and innovation.

Statement

edison365 Limited (the 'Company') aims to provide defect-free products and services to its customers on time and within budget. We strive to provide our customers with products and services which meet and exceed their expectations.

The management team is committed to establishing, monitoring, and reviewing measurable quality objectives that support the strategic direction of the organisation and drive continual improvement.

Top management is committed to:

- Maintaining and continually improving the effectiveness of the Quality Management System.
- Meeting applicable customer, statutory, and regulatory requirements.
- Establishing and reviewing quality objectives.
- Promoting a process-based approach and risk-based thinking.
- Enhancing customer satisfaction through the delivery of high-quality products and services.

Principles

Customer Focus

We prioritize the needs and expectations of our customers. Understanding their requirements allows us to deliver solutions that add value and enhance their satisfaction.

Continuous Improvement

We are committed to the continual improvement of our Quality Management System through performance monitoring, corrective actions, internal audits, customer feedback, management reviews, and the achievement of quality objectives.

Employee Involvement

Our employees are crucial to the achievement of quality objectives. We empower them to contribute their skills, knowledge, and creativity to foster a culture of excellence and innovation.

Compliance

We adhere to all relevant legal and regulatory requirements. Our processes are designed to ensure compliance, and we actively seek to stay abreast of changes in applicable standards and regulations.

Efficiency and Effectiveness

We strive for operational efficiency and effectiveness in all our activities. This includes optimizing resource utilization, minimizing waste, and enhancing overall performance.

Sustainability and Innovation

We integrate sustainable practices into our operations and encourage innovative approaches to enhance quality while minimizing our environmental impact.

Risk Management and Opportunity

We identify and address risks and opportunities that may affect our ability to deliver quality products and services. Through proactive planning and monitoring, we strengthen business resilience and support continual improvement.

Communication

This policy is communicated, understood, maintained, and made available to all employees and relevant interested parties through appropriate communication channels.

Review

This quality policy is reviewed periodically during management reviews to ensure its continued suitability.

Responsibility

edison365 Management Team

Top management is accountable for the effectiveness of the Quality Management System and for ensuring that quality objectives are established, monitored, and aligned with the strategic direction of edison365.

Employees

All edison365 employees must understand their area of responsibility, to ensure that Quality is embedded within the whole Company. Employees are provided this policy during employment and accept their responsibilities on an annual basis.

Implementation

Implementation Procedure

edison365's leadership teams will implement and monitor continuous improvement by:

- Ascertaining customer feedback, quarterly revenue growth, customer retention, and compliance with service level agreements.
- Communication throughout edison365 as to the importance of meeting customer needs and all relevant statutory and regulatory requirements.
- Setting and monitoring Quality objectives at relevant functions, levels and processes.
- Management reviews are set and review the Quality objectives and report on the internal audit results as a means of monitoring and measuring the processes and the effectiveness of the Management System.
- Ensure the availability of resources.
- Ensuring edison365 constantly monitors its quality performance, and implements corrective actions or improvements where necessary, and they are monitored effectively.