

## Quality Policy Statement

Activ Technology is a provider of Mobile, Comms and IT services to small, medium and growing businesses. As a complete solutions provider, Activ delivers aftersales care and in-life services throughout the contract period.

The goal of our ISO 9001 compliant management system is to operate in a reliable way to benefit our customers with better value, better service and consistently meet their needs and expectations.

Activ is an independent provider and works with the leading networks, resellers, and hardware and software providers to supply customers with bespoke packages. Activ continues to work proactively to maintain and improve partner relationships with external parties to reach shared goals.

With a motivated and dedicated workforce, along with streamlined processes and continued product training, Activ will deliver outstanding customer experience to their end users.

The Management will provide leadership and direction, including the allocation of resource to the Company workforce to implement this policy with continued delivery. The key aims of operating an effective quality management system include:

- Retention of satisfied customers
- New market opportunities
- Employee retention and development
- Highly effective processes
- Product and solution innovation

This policy and its supporting objectives and targets will be reviewed on a regular basis.

This policy is authorised by:

**Ian Gillespie, Managing Director**

21 February 2017