



## Radius Connect Quality Management Policy

Radius Connect have the highest of business attributes in our sector of telecommunications and are committed to providing quality solutions to our potential clients and customers.

To support our business drive, Radius Connect has elected to use **the Quality Management Standard (QMS) ISO 9001: 2015** to ensure:

- ☛ A consistency to service delivery,
- ☛ That our products and services meet our customer requirements in all respects,
- ☛ We develop a clear and aligned process approach to business operations,
- ☛ We can enhance service delivery by facilitating opportunities to enhance customer satisfaction,
- ☛ We address and evaluate potential risks,
- ☛ Assessment of legal, regulatory, and statutory requirements which may be affected by service delivery,
- ☛ The business sets and reviews measurable objectives,
- ☛ A continual improvement process is followed.

Management is committed to the operation and maintenance of the QMS to support its key strategic goals of having a competitive edge, legal and regulatory compliance, and commercial reputation.

To achieve this, management will ensure that the ethos of the Quality Policy is communicated to all personnel, alongside:

- ☛ Completing proactive risk assessments and corrective actions,
- ☛ Achieving company set objectives by conducting an analysis of customer complaints received on a regular basis,
- ☛ Review and monitor the progress of the QMS through regular Management Review Meetings,
- ☛ Ensuring educational needs and development are met to enhance customer satisfaction and routinely exceed customer requirements,
- ☛ Make available, review, and provide clear and defined process documents for staff awareness,
- ☛ Provide and maintain a suitable infrastructure for its staff to achieve conformance,
- ☛ Establishing a review process (through internal audits) which improve our professional ability and to drive forward new methods and standards to improve customer satisfaction.

Only by being continually aware of trends within the business can our policy of achieving continual improvement be achieved and all employees and suppliers to the company are expected to contribute to this goal.

This Policy applies to all members of staff who are involved in Radius Connect processing activities. Consequences of not adhering to this policy could affect key business deliverables and service provisions. Staff are invited to raise any non-conformances at the earliest opportunity to ensure corrective action is taken.

This Policy will be reviewed on an annual basis by management to ensure that it is up to date and consistent with the businesses objectives and strategy.

*This Policy was last reviewed and updated 7<sup>th</sup> January 2026 – Version 6.*