

Quality Policy Statement

Arcanum Information Security Ltd are committed to providing a Quality Management System (QMS) in accordance with the requirements of ISO 9001: 2015. Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

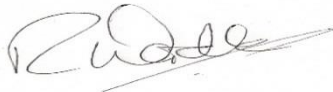
- Regular gathering and monitoring of customer feedback.
- A customer complaints procedure.
- Selection and performance monitoring of sub-contractors against set criteria.
- Training and development for our employees.
- Regular audit of our internal processes.
- Measurable quality objectives which reflect our business aims.
- Management reviews of audit results, customer feedback and complaints.

Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees. This policy is available on the Company shared desktop ('intranet') and can also be found in the staff handbook.

Though the Managing Director has ultimate responsibility for Quality all employees have a responsibility within their own areas of work so helping to ensure that Quality is embedded within the whole of the company.

This policy is available to relevant interested parties, upon reasonable request.

Signed



Date: 4 Dec 17 **Review Date:** 4 Dec18 **Issue:** 1.0

Russ Wardle
Managing Director