

MEMSET QUALITY POLICY

Affected parties:

This policy applies to all Memset personnel, (both permanent and temporary) as well as those other parties Memset utilises to provide services to our customers, including suppliers, vendors and contractors, our partners and collaborators.

Policy

Memset maintains a commitment to customer focus through a process approach, continual improvement and a system approach to management.

This is supported by a factual approach to decision making, mutually beneficial supplier relationships and legal statutory and regulatory compliance.

A framework of corporate objectives has been implemented to continually monitor the adequacy, sustainability and effectiveness of the Memset quality management system.

The CEO and leadership are committed to the continued adherence to the policies and processes set out in our Quality Management System and has delegated overall responsibility for the maintenance of the quality management system to the Head of Compliance. However, it is also the responsibility of every member of staff to be familiar with and meet the requirements of the system applicable to their function within the company.

Memset is committed to continuous improvement of our quality management system and its continued adherence and certification to the ISO9001:2015 standard. In addition Memset will ensure all applicable regulatory and legislative requirements are met.

The scope of our ISO9001:2015 certification is: *"The provision of cloud computing infrastructure as a service, managed hosting and network services ."*

Executive Approval:



Kate Craig-Wood, CEO

Date: 10.09.2016



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