

Quality Policy Statement

Convergence Group is dedicated to the provision of high-quality IT, network and communication products and services that consistently meet all applicable customer, contractual, legislative, regulatory and statutory requirements. At Convergence Group we recognise the importance of building constructive relationships alongside best-in-class networks and our vision is to change people's digital experience for the better. We believe our customers should rely on connectivity, just like they rely on any other utility.

We are committed to ensuring the skills and resources are available to meet the requirements for delivering quality service. It is a prime requirement of this approach to quality that each person receives appropriate training and direction and that they recognise and accept the company philosophy and their responsibility for the quality of their own activities.

Through the effective application of the quality system we will seek to address all aspects of customer satisfaction and expectations by the application of operational monitoring and the prevention of nonconformity. All operations will conform to and meet the requirements of EN ISO 9001:2015.

As a business, we are committed to continual improvement and to this end quality objectives are established and documented in our Quality Manual (QM01). Performance against the quality objectives is reviewed regularly as part of our ongoing management review process.

Convergence Group Management Team will ensure the continued suitability of the Quality Policy during planned management reviews.

Signed:



Neal Harrison
Managing Director

Date:

3rd September 19