

1. Quality Management Policy

Idox group companies (the 'Group') aims to provide defect free goods and services to their clients on time and within budget.

The Group operates a Quality Management System that has gained BS EN ISO 9001:2008 certification, including aspects specific to its business activities.

The management is committed to:

1. Develop and improve the Quality Management System
2. Continually improve the effectiveness of the Quality Management System
3. The enhancement of client satisfaction

The management has a continuing commitment to:

1. Ensure that client needs and expectations are determined and fulfilled with the aim of achieving client satisfaction
2. Communicate throughout the Organisation the importance of meeting client needs and legal requirements
3. Establish the Quality Policy and its objectives
4. Conduct Management Reviews of the effectiveness of the implementation of the Quality Management System
5. Ensure the availability of resources

The structure of the Quality Management System is defined in the Quality Manual.

All personnel understand the requirements of this Quality Policy and abide with the contents of the Quality Manual.

In addition to all English and EU commercial legislation and regulations, the Group complies with all legislation and regulations specifically related to its business activities.

The Group constantly monitors its quality performance and implements improvements when appropriate.

This Quality Policy is regularly reviewed in order to ensure its continuing suitability.

Signed:

A handwritten signature in black ink, appearing to read "Andrew Riley".

Andrew Riley, Chief Executive Officer

Dated: 9th January 2017



ISO 9001 REGISTERED

This document certifies that the quality management systems of

IDOX SOFTWARE LTD
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have been assessed and approved by QMS International Ltd to the following quality management systems, standards and guidelines:-

ISO 9001 : 2008

The approved quality management systems apply to the following:-
THE DEVELOPMENT AND SALE OF PRODUCTS FOR DOCUMENT, CONTENT AND INFORMATION MANAGEMENT, PROVIDING INNOVATIVE E-GOVERNMENT AND E-BUSINESS SOLUTIONS THAT ALLOW THE DELIVERY OF INFORMATION TO THE CITIZEN AND CUSTOMERS ACROSS THE INTERNET, EXTRANET OR INTRANET

Original Approval: 12 August 2002

Current Certificate: 06 July 2015

Certificate Expiry: 11 August 2022

Certificate Number: 14127475



This Certificate remains valid while the holder maintains their management system in accordance with the published standard. To check the validity and status of this certificate please email certificates@qmsuk.com

This Certificate is the property of QMS International Ltd and must be returned in the event of cancellation


On behalf of QMS International Ltd ✓