Interactive®

Quality Policy

Interactive's framework for setting quality objectives is determined by our customers' expectations. They are outlined in our Context document and Business Objectives document that are available on the corporate intranet, The Wire. At Interactive, our quality objectives are our business objectives. They exist at all levels of the organisation from strategic plans through to department and individual role's Objectives and Key Results (OKRs). These objectives are there to ensure that Interactive achieves its purpose to 'keep technology human', its vision of being a 'trusted technology partner' and its mission of 'exceptional service delivery'.

Scope

This policy is applicable to anyone who performs work for Interactive. This includes employees, contractors, subcontractors, suppliers and partners.

Quality Objectives

- All staff should be aware of the business objectives and how they contribute to them.

- The business objectives are measured frequently via senior management reporting and other internal reporting.

- Interactive is committed to providing quality Cloud, Cyber and System solutions and to:
  o Be a positive, dynamic, professional organisation that consistently delivers high quality services.

  o Ensure that quality is built in at all levels through use and continual improvement of a sustainable business management system certified to international standard ISO 9001.

  o Create an ethical, safe and secure environment for our employees that is free from discrimination.

  o Develop a sustainable business through growth, profitability, corporate social responsibility and minimising our impact on climate change.

  o Ensure that suppliers and subcontractors are aware of our requirements for goods and services and dealt with in a professional business manner.

- o   Attract and retain talented people.

- o   Guarantee that all who work for Interactive are made aware of, understand and have access to the company's Quality Policy and procedures as appropriate.

- o   Review the suitability of the Quality Policy and quality objectives on a continual basis.

Signed by:

Brendan Fleiter

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Brendan Fleiter

Chief Executive Officer

Document History & Approval

Date	Description	Author	Approver
25 July 2024	Updated to: • Include scope • Key Performance Indicators (KPIs) updated to OKRs to align with Interactive's new performance measurement.	Senior Manager — Security Governance Risk & Compliance, Melanie Nguyen	Chief Executive Officer, Brendan Fleiter