

Quintessa Quality Policy

Owner: Managing Director

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Document History

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|---------|-------------|---|
| 1.0 | 4 Sep 2017 | First version produced under QMS v4.0. Document from RHL reviewed by Deputy Quality Coordinator (SPW) |
| 1.1 | 14 Mar 2018 | Updated by Deputy Quality Coordinator (SPW) and reviewed by Managing Director (RHL) |
| 1.2 | 12 Mar 2019 | Updated by Quality Coordinator (RHL) and approved at February 2019 Management Meeting |

Quintessa aims to provide high-quality consultancy, contract research and software development, founded on a fundamental understanding of mathematics and science. The Company recognises that client satisfaction is enhanced through the effective application of a quality system, fostering best practice and including processes for continual improvement. Quintessa's quality system is based on the principle that quality is enhanced by working in a systematic manner with procedures to identify and eliminate deficiencies and to provide a traceable record of work quality. The Quality Management System is currently registered against the provisions of the International Standard ISO 9001:2015 and the TickITplus standard for software development. It is supported by the effective and efficient use of Information Technology and the management of information in accordance with our ISO 27001:2013 accredited Information Security Management System. The Company is committed to complying with the requirements of the Quality Management System, to seeking continual improvement in its effectiveness and to providing its employees with the resources required to achieve its quality objectives. QMS Review Meetings are held to review the Quality Management System and to establish and review the associated quality objectives. In addition, audits are carried out to verify that the Quality Management System is being effectively applied.

The Company's business is carried out on a project-specific basis and a suitably-qualified permanent employee is appointed by a Company Director as the Project Manager for each project. The Company recognises that its ability to achieve client satisfaction

depends on the personal qualities of employees, including their technical and managerial capabilities, and their continuing professional development. Employees must be capable of demonstrating an appropriately high level of competence in areas relevant to the business activities of the Company prior to appointment. All employees are appointed directly by the Managing Director, following consultation with existing employees. The Company's Quality Policy and Quality Management System are explained to each employee upon appointment and through additional training as and when required. The Company uses a network of highly skilled and competent Associates and Subcontractors that complements the capabilities of its employees. The Associates and Subcontractors are required to follow Quintessa's Quality Management System or to demonstrate that they have an equivalent quality management system in place.

This Quality Policy is subject to annual management review and is updated as necessary.