

# RMT Quality Policy

As a modern, forward-looking business, Roberts & Morrow Technology recognises at senior levels the need to ensure that its business operates smoothly and that its products and services satisfy requirements for the benefit of its customers and other stakeholders.

In order to provide such assurance, RMT has implemented a Quality Management System (QMS) in line with the international standard for quality management systems, ISO9001:2015.

The operation of this QMS has many benefits, including:

- Maintenance and enhancement of customer, stakeholder, and employee satisfaction
- Ensured compliance with customer agreement terms
- Ensured compliance with legal and regulatory requirements
- Early recognition and management of potential risks and opportunities
- Continual improvement of the QMS, and business as a whole

These benefits will be attained through the definition, measurement, and evaluation of high-level quality objectives. These objectives will be based upon a clear understanding of the overall business requirements and how they may change during the year.

Commitment to the delivery of quality management extends to senior levels of the organisation and will be demonstrated through this Quality Policy and the provision of appropriate resources to establish and continually develop the QMS.

As part of RMT's commitment to continual improvement, the QMS will be systematically reviewed and evaluated on a consistent basis via internal audits, management reviews, and continual business process reporting. The results of these evaluations will be used to identify areas for improvement and increased efficiency, which will inevitably result in the enhancement of overall customer experience.

