

## **TELEHOUSE POLICY – Quality Policy Statement**

It is our quality policy to develop and maintain an effective documented Quality Management System within Telehouse Europe, based on the requirements of the ISO 9001 standard, to ensure that the carrier neutral co-location and data centre services provided by Telehouse satisfy the specified requirements and needs of our Customers.

Our quality objectives are set and reviewed annually to ensure Total Customer Satisfaction as our core value.

Our management team ensure that this quality policy and its objectives are effectively administered and communicated to staff who are directly responsible for their implementation applicable to their own activities.

For the aforementioned purpose, the Company will:

1. Establish a working structure to deal with Quality Management.
2. Communicate openly with our customers, suppliers and between ourselves.
3. Remain customer focused at all times.
4. Develop necessary targets by learning from experiences and best practices and take necessary actions to enforce this policy.
5. Analyse the risk to prevent the undesired effects and give assurance to achieve intended results and continual improvement.
6. Provide ongoing Quality Management education.
7. Ensure management of outsourced services.
8. Ensure continual improvement commitment is included in Quality performance.
9. Conduct regular audits of the quality policy and management system and review to ensure the suitability and currency and that it continually supports the quality objectives.

All staff shall faithfully abide by all the provisions of this policy. Any actual or threatened infringement of the relevant laws or policy shall be reported to management.

Signed

January 2020



Ken Sakai  
Managing Director  
Telehouse Europe