

QUALITY POLICY STATEMENT

The Latus Group strives to provide customers with products and services which meet or exceed their expectations. We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance to the requirements of ISO 9001:2015 and ISO 27001:2013 certifications, our clients, the Company objectives, legal and contractual requirements.

The leadership and management team within The Latus Group is fully committed to:

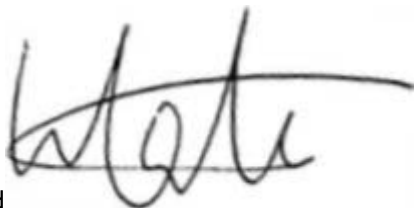
- Ensure that clients' needs and expectations are determined and fulfilled with the aim of achieving client satisfaction.
- Communicate throughout the Organisation the importance of meeting clients' needs and contractual and legal requirements.
- Establish the Quality Policy and its objectives that are regular reviewed and updated to meet the needs of the organisation.
- Continually improving the effectiveness of the Quality Management System.
- Ensure the availability of resources.

We have the following systems and procedures in place to support us in our aim of total client satisfaction and continuous improvement throughout our business:

- We regularly gather and monitor feedback from clients;
- We operate a robust complaints policy;
- We regularly review the performance of our suppliers and externally provided resources;
- We are committed to training and the development of our employees;
- We undertake regular audits of our internal processes;
- We use the Quality Policy and processes to support all other accreditations and certifications held by the Group;

The Organisation complies with all UK and EU legislation and regulations specifically related to its business activities.

The Organisation constantly monitors its quality performance and implements improvements when appropriate. This Quality Policy is regularly reviewed to ensure its continuing suitability.



Signed

Date: 17th July 2023

Will Latus, Director