



## QUALITY POLICY

### PURPOSE

This policy outlines Roq's commitment to Quality and how it is implemented through the Roq Way QMS and has been developed in accordance with the requirements of ISO 9001 Clause 5.2 – Quality Policy.

Roq's Quality Management System (Roq Way QMS) aims to ensure compliance with applicable ISO 9001 requirements including operational, regulatory, and contractual obligations. It embeds risk-based thinking and continual improvement into everyday practice. This policy supports the achievement of our Quality Objectives that reflect our values and support our business goals.

This policy is communicated to all employees and associates during onboarding and through regular internal updates. It is accessible within the Roq Way QMS and reinforced through leadership engagement, training, and team meetings to ensure understanding and alignment. All Roq employees and associates are empowered and expected to uphold this policy in their daily work.

### SCOPE

This Quality Policy applies to all Roq employees and associates involved in the planning, delivery, and support of our solutions. It extends across all business areas, including Client, Employee, and Operational processes, and governs how we deliver high-quality outcomes in line with our organisational purpose, values, and strategic objectives.

This policy is a controlled document within the Roq Way QMS and sets out expectations for upholding quality standards, achieving client and employee satisfaction, maintaining ISO 9001 compliance, and driving continuous improvement across the business.

The Roq Leadership Team demonstrates leadership, accountability, and active commitment for the effectiveness of the Roq Way QMS.

### POLICY STATEMENT

Roq is changing the way the world views Quality. We want clients to think and act differently in how they view quality, and more importantly, how they embed it into their organisation to implement complex technology change with confidence.

By leveraging our comprehensive Quality Engineering solutions, built upon our Solutions Framework – a comprehensive collection of assets, AI & Automation frameworks and a consistent way of working with our brilliant people - we never lose focus on what truly matters to our clients.



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As such, we promise that partnering with us will leave their organisation in a better place for the future.

This is achieved through a structured and proactive approach to quality, centred around our Roq Way QMS – housed within the Roq Way SharePoint site - which brings together our proven Client, Employee, and Operational processes, Knowledge Management System (KMS), and Solutions Framework into a single, controlled system. It provides the structure, governance, and documentation required to maintain ISO 9001 compliance, while enabling operational excellence, continuous improvement, and exceptional outcomes for our clients and our people.

Our approach reflects our values as below:

- Deliver **excellence** by understanding and meeting all applicable operational, regulatory, and contractual obligations, and by continually seeking improvements in all areas of the business.
- Demonstrate **commitment** through achieving our quality objectives, which align to our strategic goals.
- Enable **passionate** teams to deliver outstanding work by providing an exceptional working environment supported by appropriate training, tools, and leadership.
- Promote a culture of **straight-talking** communication from leadership, and by actively capturing and responding to feedback through transparent and structured channels.



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## OUR QUALITY OBJECTIVES

| Objective                                                          | Description                                                                                                               | Measured By                                                                                                                                                                                                                                                                                                                          | Owner | Timeline            | Success Criteria                                  |
|--------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|---------------------|---------------------------------------------------|
| <b>Achieve and maintain exceptional employee happiness scores</b>  | We believe work should be inspiring, rewarding, and enjoyable, and we actively create an environment to make this happen. | <ul style="list-style-type: none"> <li>- Conduct and monitor employee happiness and analyse scores monthly.</li> <li>- Ongoing review of employee feedback.</li> <li>- Adequate provision of regular training and professional development through SALaD days</li> <li>- Regular open and honest internal communications.</li> </ul> | CPO   | Ongoing / Monthly   | Employee happiness $\geq 8$                       |
| <b>Achieve and maintain exceptional client satisfaction scores</b> | Deliver solutions that meet and exceed client expectations.                                                               | <ul style="list-style-type: none"> <li>- Conduct and monitor CSAT scores and analyse quarterly.</li> <li>- Ongoing review of client feedback.</li> <li>- Capture and resolve complaints via Roq Improvement Process.</li> </ul>                                                                                                      | CDO   | Ongoing / Quarterly | $\geq 90\%$ client satisfaction                   |
| <b>Drive continuous improvement across the business</b>            | Regular, honest analysis of feedback and insights to inform continuous improvement.                                       | <ul style="list-style-type: none"> <li>- Track improvements via Roq Improvement Process.</li> <li>- Share lessons learned in KMS where applicable.</li> </ul>                                                                                                                                                                        | CEO   | Quarterly           | Improvement Tracker reviewed at least quarterly   |
| <b>Maintain compliance with ISO 9001</b>                           | Ensure compliance with applicable ISO 9001 requirements including operational, regulatory, and contractual obligations.   | <ul style="list-style-type: none"> <li>- Conduct scheduled internal audits against Roq Way QMS.</li> <li>- Track non-conformances and corrective actions via Roq Improvement Process.</li> <li>- Ensuring the accessibility and maintenance of knowledge management repositories.</li> </ul>                                         | CEO   | Annual Audit Cycle  | All processes audited in line with audit schedule |



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## COMPLIANCE & REVIEW

This policy is reviewed annually for continuing suitability, adequacy, and effectiveness and is communicated to all colleagues, and made available to interested external parties where relevant.

Note: Specific details within the Roq Way are proprietary to Roq and available internally only.

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**Approved By:** Stephen Johnson

**Title:** CEO

**Signature:** *Stephen Johnson*

**Date of Approval:** 18<sup>th</sup> February 2026

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