	Reference:	IMSPOL05002
	Issue Date:	11 th October 2022
	Issue Number:	3.0
Quality Policy	Author:	Mark Gilston
	Approver:	Alison Young
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Introduction

Mandata Ltd, and its group companies, develops and provides transport management software and platforms. The organisation has developed its expertise since its establishment and its aim is to achieve a high standard of development and service to its customers.

It is the policy of Mandata to provide the customer with goods and services to the agreed requirement in accordance with the details and price.

To achieve this, the company has implemented an Integrated Management System (IMS) in accordance with the international standards ISO/IEC 27001:2013 and ISO/IEC9001:2015 requirements. The IMS is subject to continuous, systematic review and improvement.

The Directors, Management and Staff are responsible for quality control through the IMS seeking improvement by constant review, with suppliers and sub-contractors being encouraged to co-operate. The organisation is committed to achieving customer satisfaction by the use of quality procedures which will be operated to meet or exceed the requirements of ISO 9001:2015.

Mandata is committed to meeting the Information Security standards of ISO27001 & quality standards of ISO9001.


Policy objectives

- To maintain high levels of customer satisfaction through consistent software quality and service
- To drive continual improvement and innovation based upon efficient business processes, well-defined objectives and measurements, best practices and customer surveys.
- Build a mutually profitable relationship with our customers, ensuring their long-term success, through the understanding of their needs and the needs of their customers.
- Develop staff competencies, creativity, empowerment and accountability through appropriate development programs and show strong management involvement and commitment.
- Comply with all legal, regulatory and contractual requirements.

Roles and Responsibilities

All staff in Mandata, and their group companies, are accountable for fully satisfying our customers by meeting or exceeding their needs and expectations.

Classification: Internal only

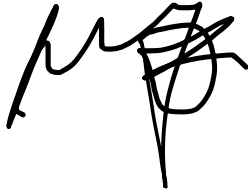
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Mandata has established a Management System Forum chaired by the COO to support the IMS framework and to periodically review this policy.

All employees and those working under the scope of the IMS are expected to comply with this policy and with the IMS that implements this policy.

Signed by

Alison Young - COO



Date 7th March 2024

Change History Record

Issue	Description of Change	Approval	Date of Issue
1.0	Initial issue	A Farrell	11 th October 2022
2.0	Updated information classification	M Gilston	20 th Feb 2023
3.0	Updated ownership to COO	M Gilston	7 th March 2024