

Quality Policy

Purpose

Altus Critical Systems is committed to delivering high-quality technology consultancy, AI-enabled business solutions, workplace technology and managed services that consistently meet customer, statutory and regulatory requirements while supporting the long-term success of our customers and our business.

Our Quality Management System is designed to ensure that quality is embedded throughout every stage of our business, from initial enquiry through to project delivery, customer support and continual improvement.

Scope

The QMS covers the consultancy, design, specification, procurement, project management, installation coordination, support and continual improvement of technology solutions and professional services, including critical systems, workplace technology, digital signage, AI-enabled services and managed support.

Where subcontractors or delivery partners are used, Altus retains responsibility for their selection, competence, instructions, monitoring and the conformity of the work delivered.

Our Commitments

Top management is committed to:

Delivering products and services that meet or exceed customer expectations.

Understanding the needs and expectations of customers and other interested parties.

Complying with all applicable statutory, regulatory and contractual requirements.

Maintaining and continually improving the effectiveness of the Quality Management System in accordance with the requirements of ISO 9001:2015.

Establishing, monitoring and reviewing measurable quality objectives that support the strategic direction of the business.

Managing risks and opportunities to improve business performance and customer satisfaction.

Monitoring supplier performance to ensure products and services meet required standards.

Making decisions based on evidence obtained through KPIs, customer feedback, internal audits, management reviews and operational performance.

Providing the resources, competence and infrastructure necessary to achieve our quality objectives.

Promoting a culture of continual improvement throughout all business activities.

Quality Objectives Framework

Quality objectives are established annually and reviewed throughout the year during Management Reviews.

Objectives are supported through:

Quarterly Management Reviews.

Defined Key Performance Indicators (KPIs).

Customer feedback and satisfaction monitoring.

Internal audits.

Supplier performance reviews.

Corrective Action and Continual Improvement processes.

Risk and Opportunity assessments.

Operational performance monitoring.

Where objectives are not achieved, corrective actions are identified, implemented and monitored to verify their effectiveness.

Communication

As a single-person business, responsibility for implementing and maintaining this Quality Policy rests with the Managing Director.

This policy is communicated to any contractors, associates, suppliers and delivery partners involved in providing products or services on behalf of Altus Critical Systems and is available to interested parties upon request.

Review

This Quality Policy is reviewed at least annually, and whenever significant changes occur to the business, its strategic direction or its Quality Management System, to ensure that it remains appropriate to the purpose and context of the organisation.

Signed:

Graham Salters

Managing Director

Altus Critical Systems/Healthcare

Date: 30/7/ 2026