# Quality Policy

Issue Number 8

# 1. Introduction

1.1. Global Switch is a leading owner, operator and developer of large scale, carrier and cloud neutral, multi-customer, data centre facilities in Europe and Asia-Pacific. Global Switch's core offering is technical space with resilient 24x7x365 power and cooling, security, and infrastructure and environmental monitoring for its customers to house their computer servers, network equipment and other IT infrastructure.

1.2. Global Switch is committed to maintaining its market leading position in Europe and Asia-Pacific and to growing its business as markets develop. To achieve this, Global Switch focuses on 'quality' throughout all its management procedures and policies, including its Critical Environments Programme.

# 2. Global Switch – Quality

2.1. At Global Switch, 'quality' means delivering a best in class product and service to our customers that meets and exceeds their expectations. Global Switch is committed to continually improving Quality performance.

# 3. Objectives

3.1. The purpose of this policy is to confirm our commitment to meeting the quality standards expected by our customers in the delivery of our services. In doing so Global Switch strives to:

a) Provide an ISO 9001:2015 accredited Quality Management System at each of its data centres conforming to local applicable legislation, regulation and statutory requirements.

b) Ensure this policy and supporting objectives are understood by all Global Switch staff/suppliers/contractors; and to provide relevant skills training, induction and quality awareness training as required.

c) Ensure responsibilities are clearly defined and established with clear communication to all staff and contractors.

d) Minimise risk through championing 'best practice' by creating a continuous improvement environment to ensure that knowledge, skills and experience are optimised.

e) Review and assess our business with a view to identifying opportunities that will enable us to improve our methods ,operations and procedures to ensure they are aligned to our customers' needs.

f) Maintain a highly resilient and secure operational environment for Global Switch staff/suppliers/contractors by managing quality systems.

g) Review the needs of our customers to ensure expectations are met and, where possible, exceeded.

h) Provide the necessary resources to support this policy and achieve the objectives.

## 4. Responsibilities

4.1. All Global Switch staff/suppliers/contractors are required to understand and comply with the requirements of this policy and to actively contribute towards continually improving Quality performance within Global Switch.

4.2. Managing Directors are accountable for implementing the requirements of this policy at each of their sites to ensure that in doing so Global Switch provides a highly resilient, safe and secure environment by maintaining best in class quality processes and systems.

**Ashley Muldoon**

Chief Operating Officer, Global Switch

Dated: January 2022