Quality Policy

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Version 1.2



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1. Introduction

Unit4 is a company committed to continuous improvement and to providing our customers with products and services which are enriched with Quality at the core of their design. Unit4 promotes best practice through established processes and procedures with tools provided to ensure efficiency and control.

To achieve Unit4's goals and strategic objectives, a quality management system (QMS) has been implemented which satisfies the requirements of ISO 9001 for the areas that are in scope. For those areas not in scope, the intention is to align to the controls of ISO 9001 where possible. To ensure the QMS controls and procedures are adhered to, Unit4 will undergo annual external audits of the scoped controls and formal registration to the Standard.

- Unit4 maintains Quality objectives.
- Customer requirements are identified and evaluated.
- Processes and procedures are developed and maintained.
- Internal systems are in place for efficiency and control over processes.
- Unit4 has defined roles, responsibilities, and accountabilities.
- Unit4 understands effective internal & external communications are paramount.

2. Purpose

This policy defines requirements for quality management to meet the requirements of, and to provide the best possible service to our customers by continually re-assessing and improving under the guidelines of ISO 9001.

3. Scope

This policy applies to all users with access to Unit4 technology resources and equipment, information and data (these terms may be used interchangeably). This includes employees, contractors, temporary workers, or any other users.

Within the scope of the ISO 9001 certification:

"The Design, Development, Provision, Support and Operations of Unit4 Products and Associated Services"

4. Responsibilities

All users are responsible for information security and compliance as defined in this policy.

The responsibility of the upkeep of the Quality Management System lies with:

- Unit4 Board of Directors: Responsible for overseeing Unit4 - https://www.unit4.com/about-us/board-of-directors/.
    - Audit and Risk Committee: Subset of the Board of Directors, responsible for monitoring the overall risk management, audit process and internal controls.

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- Global Leadership Team (GLT): Responsible for guiding Unit4 teams - https://www.unit4.com/about-us/leadership-team.
- Chief Information Security Officer (CISO) Team– Responsibility for strategic direction, objectives, and goals. Reports to subcommittee of GLT on performance and risk.
- Compliance Managers – Responsibility for ensuring the requirements of the QMS are implemented, maintained and have responsibility for reporting on performance.

Unit4 communicates this policy and the responsibilities required by the QMS to employees and display this Policy on the dedicated Unit4 Sharepoint site.

4.1. All users:

All users are responsible for the work of the work produced by Unit4 and are encouraged to take an active role in the quality management system, in line with internal policies and procedures by:

- having a clear statement and understanding of the requirements of their work.
- being aware of the company's aims for quality.
- working towards satisfying customer requirements and providing the best product\service they can.
- ensuring that matters affecting quality are communicated to the relevant people.
- having access to management and Compliance Managers for consultation on matters of quality.
- ensuring that problems/improvements regarding quality are reported in the most appropriate manner.
- ensuring they know where their day-to-day procedures are stored and that they follow them.

5. Policy

- The QMS is subject to continuous, systematic review and improvement.
- Processes and procedures are in place across the organisation.
- Unit4 is committed to meeting customer requirements.
- Unit4 complies with applicable legislation, contractual requirements, procedures, and compliance with all Standards in scope.
- Appropriate training is provided for all users.
- Internal business systems will be available to promote efficiency and control over processes.
- Suspected quality issues will be reported and investigated.
- Risk Management Policy is in place, identifying and assessing risk to understand the vulnerabilities and threats to Unit4.

5.1. Objectives and Targets

To monitor and review if Unit4 are successfully meeting the Quality Policy, objectives and targets have been set. This allows Unit4's performance to be regularly monitored and measured for success.

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5.2. Procedures and Records

Quality policies, procedures and guidelines are held within the Unit4 intranet and holds all relevant documentation and information.

5.3. Operational Control

Below are the key steps taken to introduce and control the QMS:

- Identify business requirements, risks and opportunities.
- Established policy, objectives and procedures.
- Implement policies, procedures and plan for continual improvement.
- Monitor and measure performance.
- Review performance, re-evaluate risks and set new targets.

5.4. Customer Requirements

In order for us to achieve our Quality Policy Objectives we need to understand what our customers' requirements are and although these will vary between customers, there are general requirements that apply to all. We expect all employees to be aware of these and how they help satisfy them:

- To have a product which has been crafted to create a solution, that will allow their individual and often unique mode of operations to be reflected in it.
- To have a product that provides a flexible portfolio of integrated modules which enables them to track and monitor all aspects of their business, with user flexibility for accessing and manipulating data.
- To have a product which provides seamless integration that ensures data is captured once and is shared across departments. Also providing the advantages offered by incorporating the use of web technology.
- To have a platform independent product, boasting cross platform stability and dynamic links with other products.
- To have a software solution provider who can deliver more than just software, through providing a full range of client services.
- To have access to Support who can provide them with a resolution should they experience problems.
- To have training available on the software.
- To have a documentation available to accompany the software.
- To have support and guidance available to them throughout, and after, the implementation of the project, with queries investigated, dealt with and responded to quickly.

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5.5. Business Systems

Business systems are in use to provide the technology resources required to ensure maximum efficiency and control over the processes involved, such as:

- CRM - used for managing and recording customer relationships and sales.
- Development Work Tracking System - used for controlling and tracking the Software Development Process from initial entry to software release.
- Support System - used for managing and tracking internal and external support requests.

6. Exemptions

This policy should always be followed in the first instance, however if there are business cases where a user cannot reasonably conform with this policy, the Exemption Request Procedure must be followed.

7. Violations

Any suspected policy violations should be reported by raising a Security Incident ticket on the Employee Service Centre or via email to security@unit4.com.

An employee found to have violated this policy may be subject to disciplinary action, including termination and potential civil and criminal liability. The use of the company's information technology resources and information assets is a privilege that may be limited or revoked at any time.

8. Version Control

Version	Date	Author	Summary of changes and Approval
1.0	March 20, 2024	Kirsty Dalby Claus Larsen	Updated to reflect global alignment of QMS. Version changed to 1.0 due to policy framework update. Approved by GLT.
1.1	February 25, 2025	Kirsty Dalby Claus Larsen	Annual review of policy. Updated Scope and Responsibilities sections. Approved by CISO
1.2	July 29, 2026	Claus Larsen	Annual policy review. Minor terminology changes. Approved by Kirsty Dalby, Deputy CISO

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