

# Quality

POLICY STATEMENT



# Global Switch Quality Policy Statement

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### Introduction

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.

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

### Global Switch – Quality

At Global Switch, 'quality' means delivering a best in class product and service to our customers that meets and exceeds their expectations.

### Objectives

The purpose of this Quality Policy Statement is to confirm our commitment to meeting the quality standards expected by our customers in the delivery of our services. Global Switch's Executive Committee and site Managing Directors will:

- Design, implement and maintain a Quality Management System that conforms to the requirements of the ISO 9001:2015 international standard and any relevant local laws, regulations and statutory requirements.
- Ensure the Quality Policy and supporting objectives are understood by all Global Switch staff and contractors; and to provide relevant

skills training, induction and quality awareness training as required.

- Ensure responsibilities are clearly defined and established with clear communication to all staff and contractors.
- Minimise risk through championing 'best practice' by creating a continuous improvement environment to ensure that knowledge, skills and experience are optimised.
- Regularly review and assess all aspects of our business with a view to identifying opportunities that will enable us to improve our methods, operations and procedures to ensure they are in keeping with our customers needs' in this rapidly changing technological environment.
- Maintain a highly resilient and secure operational environment for customers, staff and contractors by managing quality systems.
- Regularly review the needs of our customers through management and operational meetings as well as customer satisfaction surveys to ensure expectations are met and, where possible, exceeded.

### Responsibilities

All Global Switch staff and contractors are required to comply with the requirements of the Quality Management System and to contribute actively to its continual improvement.

Global Switch's site Managing Directors are responsible for providing a highly resilient and secure environment by maintaining best in class quality processes and systems.

Signed



**David Doyle**  
Chief Financial Officer, Global Switch  
Reviewed: March 2019