

### Quality management system policy statement

#### Scope

The scope of this policy includes all aspects of the business.

#### Purpose

CDS' Business Vision is:

*“To be identified as a leader in leveraging **technology** and expert **knowledge** to deliver **information**, **content** and **data** solutions to our target markets.”*

The Company's strategic objectives are to:

- Invest in Staff Development
- Create a positive working environment
- Develop leadership potential of teams
- Be known as market leaders
- Leverage cross-company client base
- Target new sectors for growth
- Maximise strategic alliances
- Deliver services rated as excellent
- Utilise technology to improve efficiency
- Maximise 3<sup>rd</sup> party relationships
- Create and invest in entrepreneurial ideas

The Company's management system provides the business with a clear strategic and operational framework to enable it to achieve the above objectives through a culture of continuous improvement. The key management policies and processes within the framework are formulated in line with the certified management system standards listed below, relevant legislation and industry best practice with a view to ensuring all implications and interested parties are addressed:

- ISO 9001
- ISO14001
- ISO 20000
- ISO27001
- BS EN 10008
- OHS18001

These policies and certificates are available on our website: <http://cds.co.uk/about-us/corporate>

The Company's Quality Management System aims to deliver an efficient and effective, customer-centric engagement and promote a culture of communication and continual improvement across all areas of the business, and onwards with our customers, partners, vendors and all external interested parties.

The approval and effective implementation of this policy is the responsibility of the CDS Board, with responsibility delegated to the Commercial Director.

This Quality Policy is reviewed annually or at any other time that is deemed necessary by the Company's operational needs.



Fergus Bailie, Chief Executive