

## Quality Policy

Exertis Ireland is Ireland's largest distributor of Enterprise IT and consumer electronics (CE) products and related services. The company was founded in 1981 in Ireland and now employs over 150 staff, at our office and logistics facility in Fonthill, Dublin. We are unique in being able to combine an unrivalled knowledge of the Irish marketplace with a very successful track record of working with many of the world's top brands.

Exertis Ireland is part of the wider Exertis Group organisation. Exertis is one of Europe's largest and fastest growing technology distribution and specialist service providers. Exertis group partners with 350 global technology brands and over 14,000 resellers, e-commerce operators, e-tailers, Integrators and retailers across Europe.

Exertis Ireland is committed to achieving and sustaining the highest levels of customer satisfaction and operational excellence. We recognise that our continued success is built on the quality of our services and the trust we create with our customers and partners. We believe that quality excellence is best achieved by preventing problems rather than correcting them post-occurrence. Our risk-based, process-oriented Quality Management System (QMS) is integral to our operations, ensuring we meet and exceed the expectations of our customers and comply with all statutory and regulatory requirements.

Our board of directors and management team are completely dedicated to building a culture of continual development throughout our organisation. We are committed to developing a management structure that clearly defines and distributes power and responsibility for maintaining quality standards throughout the organisation.

### Quality Objectives:

- Fully integrate the requirements of ISO 9001 into our day-to-day operations and business processes.
- Provide a framework for setting, reviewing, and achieving specific and measurable quality objectives.
- Ensure total customer satisfaction by adhering to all customer, statutory, and regulatory requirements, thereby securing our position as the preferred supplier.
- Promote a continuous improvement culture within our business processes to maintain and enhance customer preference.
- Maintain ongoing company-wide awareness of quality issues and the critical role of quality in our business activities.

This policy is communicated at all levels of the organisation to ensure that it is understood, implemented, and followed. We involve all employees in our quality activities, emphasising their importance in ensuring the success of our QMS and meeting our quality objectives.

This policy will be reviewed annually as part of the management review process to ensure it remains appropriate and effective in meeting our business needs and ISO 9001 requirements. Adjustments will be made based on operational feedback, changing circumstances, and the strategic direction of Exertis Ireland.

Signed:

Rod McCarthy

Managing Director

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