



Quality and Environmental Policy

XMA's integrates the principles of ISO 9001 and ISO 14001 into our daily operations, ensuring that quality and environmental considerations are part of our strategic decision-making processes. We set measurable objectives and targets, monitor progress, and review our performance to ensure alignment with our commitments to continual improvement. Quality and environmental Management System is ISO certified 9001 and 14001, the scope covers the delivery, deployment and management of IT solutions, support and services.

The strategic direction of XMA has been established by the Executive Board who have developed a plan to deliver the business goals measured through 7 key areas. Each area has a set of key performance indicators which provide a framework for setting quality objectives for each Business Unit within XMA.

These goals are underpinned by 5 Values which provide the basis for XMA to build on an eXcellent culture and prioritise our customers to exceed expectations and satisfy the obligations and applicable requirements of all interested parties.





XMA seeks excellence in every aspect of our business and is committed to minimising the environmental impacts of our business operations and maintaining business resilience to environmental risks and impacts.

XMA commit to:

- Customer Focus: We prioritize understanding and fulfilling the needs of our customers to ensure their satisfaction with our products and services.
- Compliance: Adhere to all applicable legislation, regulations, and endorsed codes of practice.
- Environmental protection: Protect the environment by striving to prevent and minimise our contribution to pollution of land, air and water.
- Training: Provide training for our staff so we all work in accordance with this policy and an environmentally aware culture
- Processes: Develop our management processes to ensure relevant factors are considered along with our compliance obligations and inline with the strategic direction.

XMA's objectives, strategy and KPIs are cascaded to all employees. The Policy and Values are communicated throughout the organization and is available for all interested parties. XMA have ethos of eXcellent, and commit to continually improve all areas of the organisation.

DocuSigned by:
Jimmy Devlin
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Jimmy Devlin
Services Director on behalf of XMA Limited
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