



Totalmobile



Quality Policy

Document Version Control

Version	Last Modified	Last Modified By	Document Changes
3.0	21st July 2024	Scott Boyle	Annual Review – change of CEO.
4.0	21st July 2025	Callum Riordan	Annual Review – no material changes.
5.0	21st July 2026	Callum Riordan	Annual Review – minor wording updates to improve alignment with the current IMS and ISO 9001 certification scope, strengthen quality commitment, customer focus, monitoring and responsibility statements, and correct minor grammar.

Approval

Name	Title	Date	Version
Phil Race	Chief Executive Officer	21st July 2026	5.0
(signature)	<i>Phil Race</i>		

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Introduction

Totalmobile Ltd provides field service management software and related solutions that support the planning, delivery, and continuous improvement of frontline and field-based services. We help our customers transform service delivery by optimising and enabling their workforce, providing improved performance, visibility, empowerment, and control.

Totalmobile is committed to maintaining an effective Quality Management System that supports the strategic direction of the business, satisfies applicable customer, statutory, regulatory, and contractual requirements, and drives continual improvement in the quality of our products, services, processes, and customer outcomes.

Totalmobile's Quality Management System forms part of its Integrated Management System (IMS), which is operated in accordance with the requirements of ISO 9001:2015. The ISO 9001 Quality Management System supports the development, implementation and ongoing support of mobility and mobile scheduling software and solutions and associated processes, in line with the current certification scope.

Only by providing outstanding service and product quality will we achieve our aims of long-term success and sustained improvement. The policy, organisation, and procedures necessary to achieve the required standards are described within our Integrated Management System.

Purpose

This policy sets out Totalmobile's commitment to maintaining an effective Quality Management System as part of its Integrated Management System. It defines the company's approach to quality, including the need to meet applicable customer, statutory, regulatory and contractual requirements, support quality objectives, and continually improve products, services and processes.

Scope

This policy applies to all staff, contractors, subsidiary companies and associated persons working for or on behalf of Totalmobile Ltd.

Quality applies to every product, service, process, task, action and decision that may affect Totalmobile's ability to meet customer requirements, deliver effective services, maintain compliance obligations and continually improve.

Definitions

What is Quality?

Quality management in Totalmobile Ltd is about making the company perform effectively for its stakeholders and customers. This includes improving products, services, systems and processes, and ensuring that the organisation remains fit for purpose and effective.

Managing quality means consistently pursuing excellence by ensuring that what the organisation does is appropriate, effective, meets applicable requirements, and continues to improve.

Why is Quality Important?

Quality is critical to satisfying customers and retaining their loyalty, so they continue to use Totalmobile Ltd's products and services in the future. Quality products and services make an

important contribution to long-term success, customer satisfaction, revenue and profitability. They also enable us to remain competitive in the market.

Customer Focus

Totalmobile is committed to understanding and meeting customer requirements, improving customer satisfaction and delivering products and services that are reliable, effective and fit for purpose.

Customer feedback, complaints, service performance, support activity and other relevant inputs are reviewed, where appropriate, to identify opportunities to improve the quality of Totalmobile's products, services and processes.

Quality Objectives

The company's quality objectives are set out within the Company Objectives and/or IMS Objectives Tracker. Objectives for individual departments, teams and roles feed into the overall company objectives, which are established at the beginning of each year, monitored throughout the year and reviewed on a quarterly basis, as appropriate.

Quality objectives are intended to support the strategic direction of the business, enhance customer satisfaction, maintain compliance with applicable requirements and drive continual improvement across Totalmobile's products, services and processes.

Responsibility

All personnel within Totalmobile Ltd are responsible for the quality of their work. The company provides training and has established systems to assist personnel in achieving the standards required. We endeavour to produce work and offer a service that we can be proud of and, where improvement is required, we recognise this and look to improve our processes and increase our standards.

When a customer raises a complaint, we are committed to investigating the complaint and taking appropriate action in response to justified complaints.

Totalmobile Ltd strives to instil a quality culture to ensure we produce outputs that satisfy the needs and expectations of our stakeholders.

The Information Security and Compliance Officer, acting as the IMS management representative, is responsible for supporting the ongoing monitoring, review and improvement of the Quality Management System and reporting on its implementation, status and effectiveness through appropriate governance forums.

Communication and Training

This policy helps staff understand their responsibilities for quality, relevant procedures and how to report process non-conformances. The policy is published on the company's SharePoint site and communicated to staff through internal communication and company inductions.

Staff are required to undertake relevant compliance training to support their awareness and understanding of the IMS, applicable policies and their responsibilities.

This policy is available to relevant interested parties, as appropriate, through approved publication or upon reasonable request.

Equality and Diversity

This policy does not negatively impact equality and diversity.

Policy Compliance

Compliance Measurement

The Information Security and Compliance Team will verify compliance with this policy through appropriate monitoring and review activities, including but not limited to business tool reports, internal and external audits, customer feedback, non-conformance reporting, and management review outputs.

Exceptions

Any exception to the policy must be approved and recorded by the Head of Information Security in advance and reported to the Management Review Team.

Non-Compliance

An employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

Continual Improvement

This policy is reviewed at least annually and updated where required as part of Totalmobile's continual improvement process. Changes may also be made following relevant business, customer, statutory, regulatory, contractual or IMS changes.