1.3. Quality and ISMS Policy

It is the policy of Accipio Limited to maintain a quality system designed to meet the requirements of ISO9001:2015 & ISO 27001:2022 (or any other standard in line with Annex SL Structure) in pursuit of its primary objectives, the purpose and the context of the organisation.

It is the policy of Accipio to:

- strive to satisfy the requirements of all of our customers, stakeholders and interested parties whenever possible, meeting and exceeding their expectations;
- make the details of our policy known to all other interested parties including external where appropriate and determine the need for communication and by what methods relevant to the business management system. These include, but are not limited to customers and clients and their requirements are documented in contracts, purchase order, specifications, etc.;
- comply with all legal requirements, codes of practice, regulations and all other requirements applicable to our activities;
- delight our clients, and support them fully throughout the lifetime of their contracts with us;
- nurture and develop our staff and provide necessary resource to ensure they are fully equipped to confidently and competently tackle the tasks that comprise their role, and to achieve these in such a manner as to provide impactful customer outcomes;
- create dynamic growth, through the exhibition of industry leading products and services;
- securely and appropriately handle information, and deliver first class, secure, stable and scalable solutions to our clients;
- innovate and expand the scope of the Digital Learning and Leadership Development spaces, transforming organisations and having real impact;
- leave the world a better place, through social impact, engagement with our communities and key strategic partnerships;
- ensure that all employees are made aware of their individual obligations in respect of this quality and information security policy;
- maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on "risk".

This quality and information security policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets.

Customer service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and information security and its impact on customer service.

To ensure the company maintains its awareness for continuous improvement, the business management system is regularly reviewed by "Top Management" to ensure it remains appropriate and suitable to our business. The Business Management System is subject to both internal and external annual audits.

Scope of the Policy (ISMS Only)

The scope of this policy relates to the use of the cloud computing services through AWS, and computer systems operated by the company at its office in London and through its remote workforce, in pursuit of the company's business of providing leadership and learning services. It also relates where appropriate to external risk sources including functions which are outsourced.

Signed: **Sascha Benson-Cooper, Managing Director**