

Apogee Quality Management System Policy Statement

This policy statement outlines Apogee's unwavering commitment to **Quality Management** and **Customer Satisfaction**, alongside the ongoing development and maturity of our **Quality Management System (QMS)**.

Under the leadership of the Chief Executive Officer (CEO) and with the direct oversight of the Executive Leadership Team, we are fully committed to establishing, implementing, maintaining, and continually improving our QMS. This ensures that our quality performance is managed effectively across all aspects of Apogee's diverse operations, specifically in the provision of managed print services, managed IT services, office print services, technical services, and document management solutions, including the provision and installation of hardware (printers and computers), software, consumables, and outsourced services. We recognize our profound responsibility to deliver best-in-class solutions that consistently meet and exceed customer expectations, fostering long-term relationships and upholding the highest standards in the tech industry.

To drive operational excellence and continuous improvement in quality, our Chief People Officer (CPO), the head of the ESG Committee, is specifically delegated the authority and responsibility for leading and overseeing Apogee's Quality Management System and all broader quality and customer satisfaction initiatives. This includes regularly reviewing our quality performance, identifying areas for enhancement, and implementing necessary changes to adapt to evolving customer needs and market dynamics, maintaining our robust quality standards.

Our purpose is to clearly communicate our quality management expectations to all stakeholders, including our employees, temporary staff, contractors, business partners, and customers. We expect everyone who delivers services on our behalf or works on our premises to share our commitment. We particularly focus on understanding customer needs, providing proactive support, ensuring rapid issue resolution, and delivering seamless service.

Our overall QMS objective is to enhance customer satisfaction, mitigate risks related to service delivery, and continually improve the effectiveness of our processes to safeguard our professional standing, reinforce our business operations, and uphold our reputation for excellence. Key quality aspects include:

- **Customer Focus:** Understanding and exceeding customer expectations.
- **Service Excellence:** Providing proactive support, rapid issue resolution, and seamless service delivery.
- **Reliability & Security:** Maintaining high service uptime, performance, and robust cybersecurity/data protection.
- **Process Optimisation:** Continuously enhancing information technology service management processes for efficiency and scalability.

More detailed QMS objectives, targets, and monitoring will be defined separately to this policy, either within a stand-alone document or within management review processes.

Our Quality Management System will systematically assess and manage quality-related risks and opportunities. We shall also understand and comply with any applicable quality or related

legal/regulatory requirements across all jurisdictions in which we operate, including meeting our obligations under ISO 9001:2015.

This statement has been prepared to demonstrate Apogee's commitment to continual improvement in quality of service and customer satisfaction. The Executive Leadership Team shall regularly review the effectiveness of the QMS and establish or review objectives, targets, and appropriate actions to achieve the intended outputs of the QMS. This message shall be communicated and understood throughout Apogee, and it is expected that all persons performing work on our behalf share a commitment to these values.

This Policy Statement shall be made available to the public, upon request, and shall be communicated and adhered to by all employees, temporary staff, contractors, and visitors who interact with our operations or enter any of our worksites.

This Policy has been approved and autopsied by:

Name:	James Clark	Name:	Marion Brooks
Position:	Chief Executive Officer	Position:	Chief People Officer
Date:	Jul 20, 2026	Date:	Jul 20, 2026
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