

---

## **Quality Policy Statement**

Community Computers is committed to operating a quality management system which places customer satisfaction and product excellence as a top priority.

The quality manual contains the documented procedures required by ISO:9001 to achieve the effective planning, operation, and control over the processes in Community Computers.

Our company supplies:

- Free & Affordable Smartphones and Tablets
- Free & Affordable Desktops and Laptops
- Technology at market rate to the public via online sales platforms
- Warranty repair service
- Data destruction services
- Asset management and tracking
- Environmentally responsible recycling solution for end-of-life IT devices

Our vision is to provide affordable technology to those who are digitally excluded and a free option for those hardship, or to those enabling the delivery of digital skills in our community. We do this by selling a portion of our equipment to cover the costs of delivering the project.

To achieve this vision, we will:

- Maintain and continually improve our Quality Management System.
- Our work practices reflect the standards set out in ISO standards.
- Develop and maintain a culture of continuous improvement in the service and products we offer.
- Focus on both the Health and the Safety of our individuals by creating a working environment where people can share observations and concerns without fearing reprisal or blame.
- Ensure our business ethics are beyond reproach. We will be diligent in meeting our statutory, contractual, and charitable obligations.

The Quality System is constantly under regular review and audit. All staff are invited to suggest possible improvements in working practices to the Project Manager or Internal Auditor.

Signed: 

Chris Bennett  
Project Manager