

Postcode Anywhere (Europe) Ltd.

Policy document – Printed for Display Purposes only

V1.3

## Related documents

- Data Protection Act.
- QMS
- Compliance policy
- Employee manual
- Clear desk policy
- Virus policy
- Health and Safety (Computers at Work) Act

## Purpose

Postcode Anywhere (Europe) Ltd. incorporates a Quality Management System (QMS) into the development of information systems and web services owned, operated by or accessed by Postcode Anywhere (Europe) Ltd, the “Postcode Anywhere” brand, our customers and suppliers.

These quality principles ensure that any data and information used by the organisation shall contain accurate records, be subject to recorded procedures and that both staff and product shall be subject to performance reviews.

This policy covers all Postcode Anywhere (Europe) Ltd. operations, staff and third party contractors, and will ensure the goals and objectives defined within the QMS are met by the business through the principles advocated by the organisational QMS and compliance to the International standard.

IMRG has in parallel also examined additional volume, cost and quality information from the carrier community representing almost 800 million home deliveries.

## Objectives

The quality objectives that we intend the QMS to align against are intended to provide an efficient and general framework to deal with all quality issues for producing and using web services.

The measurement of the controls is the fact that over 85% of our revenue is repeat business and that we are growing at a rapid rate – primarily because we are recommended to new customers by those who already use us. We also believe that quality is reflected in the fact that the service operates 99.999% of the time and is protected from hacks, denial of service attacks and viruses.

All personnel and contracted suppliers will ensure that they follow the operational security policy and have a responsibility for reporting security incidents and any identified weaknesses.

Everyone working within the boundaries of Postcode Anywhere must comply with the companies QMS practices and principles.

Signed:



Guy Mucklow

Postcode Anywhere (Europe) Ltd.

Date: 2nd February 2009