

# Company Quality Policy Statement

## TelecityGroup Information



Version No: 1.1  
Owner: Head of Operational Standards  
TCG-QHSE-POL-001  
For Display on notice boards

### Statement

TelecityGroup is a leading independent provider of colocation, managed data centre, hosting and connectivity services in Europe. TelecityGroup specialises in the design, build, and management of business-critical web infrastructures, helping companies reduce the cost, complexity and risks associated with maintaining web and online environments. All TelecityGroup services are underpinned by resilient infrastructure, which includes multiple high-tech data centres across Europe.

TelecityGroup is committed to developing and expanding the business in a sustainable manner. The key to this is not only in maintaining but enhancing our reputation within the industry and meeting customer expectations through exemplary service, innovation and value added solutions. TelecityGroup is committed to continually improving its performance by having an effective integrated management system in place to deliver best practice.

### TelecityGroup, its operational boards and managers will:

- Comply with relevant legislation, regulation and government guidance and where possible, follow relevant industry codes of practice.
- Document and record our key business processes.
- Continually improve our organisations management system through the setting of objectives and targets.
- Monitor, audit and review our organisations management system to ensure that it is being used to Group and client benefit and is relevant and adequate.
- Provide relevant management system training for staff.
- Ensure that relevant information is available to all who require it.
- Ensure suppliers perform to the organisation's requirements.
- Monitor, assess and improve our service through customer or client questionnaires and appraisals.

### Our Organisation

The organisation and arrangements for quality management are detailed in the TelecityGroup management system. Each Director is responsible to the Board of Executive Directors for the implementation of the policy within their areas of control.

The Head of Operational Standards is responsible for providing the systems that enable the organisation to implement this policy.

### Our Key Responsibilities

The TelecityGroup Executive Board is accountable for quality matters and requires its operational directors to be responsible for delivering a high level of customer satisfaction within their areas of control. All employees and contractors have a duty to comply with the requirements of the quality policy.

Signed:

Michael Tobin  
CEO (TelecityGroup)  
Dated: January 2012