Quality Policy

Causeway is committed to providing quality software solutions so that our customers can rely on our expertise and grow their businesses.

To enable us to achieve this, Causeway has introduced a Quality Management System (QMS), which includes defining and improving our internal processes to understand customer requirements and meet their expectations. This forms part of Causeway's Integrated Management System (IMS).

The Causeway board of directors recognises the importance and significance of quality and via compliance to the requirements of ISO 9001, is committed to continually improving our QMS in all areas of our business. Like all responsible companies Causeway is aware of the need to recognise the importance of working in partnership with key stakeholders to achieve customer satisfaction.

Causeway and its employees, working in accordance with the company values, will:

- Use innovative and collaborative approaches to developing our products and services.
- Embed the highest quality at the heart of our business.
- Promote the use of a process approach and risk-based thinking.
- Work together to operate our business in line with good industry practice and comply with contractual requirements and applicable environmental laws and regulations.
- Encourage employee feedback on potential improvements in our business practices.

Objectives

Causeway's Quality objectives are set in line with the strategic objectives of the company and are cascaded throughout the organisation. The objectives include:

a) To raise awareness of quality company-wide through proactively communicating the Quality Policy, and associated QMS policies and procedures to all employees.
b) To raise awareness of the benefits of Causeway being ISO9001 certified to enhance customer loyalty, reputation and strengthen the Causeway brand
c) To maintain and monitor an effective Quality Management System to meet expectations and increase customer satisfaction.

Signed by Paul Devlin, Chief Executive Officer

19 June 2025

Public