

Skytech Control Quality Policy

As an established Tech company, we understand the importance of consistent, high quality service delivery to our customers, we believe that this is central to Skytech Control achieving its company objectives.

An exceptional customer experience is at the heart of any successful profitable business, and our people and systems underpin this.

It is our policy to:

- **Customer Focus:** Understanding and meeting our customers' current and future needs to deliver exceptional value and service. We'll actively seek feedback and monitor customer satisfaction to drive continuous improvement.
- **Compliance and Security:** Adhering to all applicable statutory, regulatory, and contractual requirements, with a particular focus on data security standards. We will maintain a robust security framework to protect our customers' data and ensure the integrity of our services.
- **Continual Improvement:** Regularly reviewing our processes, performance metrics, and QMS to identify opportunities for improvement. We will use a risk-based approach to proactively address potential issues and enhance the effectiveness of our operations.
- **Employee Engagement:** Fostering a culture of quality and accountability where all employees are trained, empowered, and responsible for the quality of their work. We'll encourage collaboration and knowledge sharing to drive innovation and excellence.
- **Process Approach:** Managing our activities as interrelated processes to achieve consistent and predictable results. We will define, document, and monitor our key processes to ensure efficiency and effectiveness.

Customer service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on customer service.

This quality policy provides a framework for setting, monitoring, reviewing, and achieving our objectives, programmes, and targets.

CEO	CFO	CTO
Tore Krogstad	Erik Hertzberg	Karl Otto Aam
Signed Tore Krogstad	Erik Hertzberg	Karl Otto Aam
Tore Krogstad	Erik Hertzberg	Karl Otto Aam

Date 17th September 2025

Signature: *Tore Krogstad*

Email: tore.krogstad@skytechcontrol.io

Signature: *Erik Hertzberg*

Email: erik.hertzberg@skytechcontrol.io

Signature: *Karl Otto Aam*

Karl Otto Aam (Oct 9, 2025 09:57:20 GMT+2)

Email: karlotto.aam@skytechcontrol.io












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